



EMERGENCY COMMUNICATIONS CENTER

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EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 1.1

Effective: 06/25/12

SECURITY AND CONFIDENTIALITY

Policy:

Emergency Communications Center (ECC) personnel shall keep work-related matters confidential. This includes personal information, i.e., employee's home phone numbers; information gained as part of their position, i.e. information on a drug raid; and information gained from any computer system at ECC.

ECC Personnel shall not make any false reports or knowingly enter or cause to be entered any inaccurate, false, misleading or improper information from any official report, record, book, log or data center.

A. Building Security

1. ECC employees will wear their City of Cincinnati Identification badge at all times while in the building or any police facility.
2. ECC employees will not allow building access to any person not a City employee. Any ECC employee who wishes to bring a visitor to the floor must obtain permission from the supervisor prior to the visit.
3. Key cards will not be released to any unauthorized person.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 1.2

Effective: 05/06/13

Suggestions

A. All Emergency Communications Center personnel are encouraged to make constructive suggestions at any time for the improvement or more efficient operation of the Section/Division by utilizing the ECC chain of command. All suggestions that are signed by the initiator and that are adopted will receive written recognition, be posted on the bulletin board, and will be placed in the employee's personnel file. Suggestions will be reviewed with resulting decision returned to the initiating employee in writing.

Complaints

- A. Complaints of discrimination or interpersonal relationships should be made to your immediate supervisor, or if the complaint concerns your immediate supervisor, to the next level of supervision. Complaints will be handled in accordance with Human Resources policies and procedures.
- B. Anonymous complaints will be reviewed but may not be investigated fully if the allegations are vague and/or difficult to verify



Standard Operating Procedure # 1.3

Effective: 6/25/12

Dress Code and Personal Decorum

Definitions:

Head Coverings:

May be worn if a coordinated part of an outfit. All other types of head gear are prohibited.

Blouses/Shirts:

Conservative length. Halter, athletic tank top, strapless are prohibited. Spaghetti straps are prohibited unless a blazer, coordinating jacket/cover or sweater is worn.

Shirts:

Must have a collar, turtle/mock-turtle neck or be a dress style crew neck or Henley. Shirts will be of sufficient length to be able to be tucked into trousers/skirt.

Sleeveless tops:

Are permitted and may be worn without the requirement of an outer garment being worn. A sleeveless top is defined as a garment which covers the entire shoulder area and with a finished seam at the shoulder area where a sleeve would normally begin.

No T-Shirts.

No Sweatshirts.

Trousers/Pants:

No sweat pants or pants gathered at the leg bottom.

No "stretch pants/leggings" unless work in the place of tights or hose. Leggings are not a substitute for pants.

No denim material, i.e. jeans.

Dresses/Skirts:

Must be of conservative length.

No Shorts of any length or style. Capri style pants which fall below the knee may be worn.

No denim material.

Footwear must be clean and in good repair.

No Flip Flops, Gym Shoes, or shoes that are dirty or tattered. Athletic style sandals are prohibited.

Dress Sandals with heel straps are permitted. Sling backs are permitted

Policy:

- A. All clothing will be clean and free of tatters, holes and/or patches.
- B. No see-through clothing is permitted.
- C. No "active wear" e.g. nylon warm-ups suits, basketball jerseys, sweatpants, etc.
- D. The dress code will be considered relaxed beginning at 0700 on Saturday and ending at 0700 on Monday. The dress code will also be considered relaxed on all Holidays.
 - I. Relaxed dress code will allow for employees to wear jeans as long as they are clean and have no rips or tears. No athletic gear or baseball hats will be worn.
- E. Supervisors have the final authority on the appropriateness of the clothing. If in doubt, ask before you wear it.
- F. Employees assigned to respond for new ID photos, to ride in the districts, to attend training outside of ECC, or other similar situation must wear acceptable business attire.
- G. Employees will not use nail polish, nail polish remover, or other chemical products while at ECC. Excessive or heavy application of perfumes or colognes, or similar products is forbidden.

- H. Employees will engage in personal hygiene habits that disallow body odor.
- I. Employees will not participate in any behavior that is offensive or distracting. This includes loud gum popping and nail clipping. All forms of personal grooming are forbidden.
- J. Supervisors have the final authority when determining if an activity should be allowed on the dispatch floor.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 1.4

Effective: 05/06/13

TRAINING PROGRAM

References:

Association of Public Safety Communication Officials
APCO) Project 33 Training Standard – Minimum Training
Standards for Public Safety Telecommunicators.

Policy:

Emergency Communications Center (ECC) will provide information, classroom and on-the-job training, tools and guidelines to allow new hires and newly promoted employees to succeed in their job.

No trainee will be released from training prior to completing the minimum training hours/days for their position unless they have exhibited consistently acceptable performance above minimum levels.

Procedure:

A. Minimum Training Requirements

1. New Hire

- a. A minimum four weeks of classroom training including:
 - 1) Orientation to ECC
 - 2) ECC Standard Operating Procedures (SOP)
 - 3) CAD Incident Types Training
 - 4) Simulated call taking and use of CAD
 - 5) Association of Public-Safety Communications Officer (APCO)

Telecommunication Course (56 hours)

- a) Must successfully pass certification test upon completion of the course.
 - 1] 8 hour review session if trainee fails certification test
 - 2] One re-test to pass will be given
 - b) Failure to meet APCO certification after re-test will result in recommendation to fail probation
- 6) 40 hours police ride along (8 hour shift in each of the five police districts)
 - 7) 8 hour ride along with a Fire unit
 - 8) 4 hour observation of Fire Dispatch
 - 9) 4 hour observation of Teletype
- b. 360 hours of documented on-the-job training.
 - 1) Documented on a Daily Observation Report (DOR)
 - c. 10 days of simulated dispatch training
2. Promotion to AOD/OD
- a. 32 hours of classroom refresher training:
 - 1) CAD Incident types review
 - 2) Manpower utilization
 - 3) Incident priorities
 - b. 10 days of simulated dispatch training:
 - 1) CAD dispatching commands

- 2) Dispatching protocol
 - 3) Radio use
 - c. 360 hours of documented on-the-job training.
 - 1) Documented on a Daily Observation Report (DOR)
- 3. Teletype Clerk
 - a. 8 hour orientation to ECC and teletype position
 - b. Instruction in RCIC, LEADS, and NCIC
 - 1) Must pass certification test
 - c. 20 days of documented on the job training
- B. Daily Observation Reports (DOR)
 - 1. A DOR will be completed by the Communications Training Officer (CTO) each day the trainee is observed.
 - a. Reviewed with the trainee.
 - b. Submitted to the Training Coordinator.
 - c. At least 20 acceptable ratings in each category of the DOR are required for release from training.
 - 2. A DOR may be completed for a partial training day. The partial training day must be at least four hours of training.
 - a. There may be no more than four partial training days for a trainee.
 - b. Any additional partial training days will not be counted toward the required DOR's.
 - c. Additional DOR's should not be numbered, but will become part of the trainees training

jacket.

C. Weekly Supervisor Report

1. Floor Supervisors will complete a weekly supervisor's report for each trainee assigned to their shift during the trainee's on-the-job training.

D. Extension of Training Period

1. May be granted in blocks of 10 training days.
 - a) Trainee must respond to and show progress during additional training
2. No more than two extensions (20 days) for additional training will be granted.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 1.5

Effective: 03/11/13

Time-Off Requests

Purpose:

To ensure adequate staffing of Emergency Communications Center (ECC) and aid in future planning of needed personnel.

Information:

A revision has been made to Section 5.A and 5.B to include language that increases the length of time an employee can be carried as tardy. The 90 day trial period which began on February 3, 2013 and ended on April 27, 2013, has been extended an additional 90 days through July 26, 2013 and its effectiveness will be accessed at that time.

*effective 3/11/13, off day request period changed to reflect 90 day submission period.

Policy:

Employees of the ECC shall report for duty at the time and place required by assignment or orders and shall be neatly and properly groomed, as well as physically and mentally fit to perform their duties. They shall be properly equipped and cognizant of information required for the proper performance of duty so that they may immediately assume their duties.

ECC personnel shall not be absent from duty without first obtaining permission.

The minimum for dispatchers each shift is eight. This is 24 hours a day 7 days a week. The minimum for call takers is six during the hours 3am-11am and eight from 11am-3am. Minimum staffing levels will be a factor in granting time off.

Procedure :**A. Time off Policy**

1. Request for pre-planned time off must be submitted to the affected relief supervisor via Form 25S. Requests will be considered for up to a 90 day period prior to the date being requested off.

2. Employees are responsible for keeping accurate records of their available time balances and are only permitted to request time that they currently have accrued.

3. Time off requests during a members shift (immediate time off) shall be directed to the working shift OIC. The shift OIC may only approve time off for the current shift and adjacent shift as long as minimum staffing is maintained. Changes must be marked on the lineup and time book.

a. No time off will be allowed if any personnel are working overtime to meet minimum staffing levels.

b. ECC Supervisor will either approve or deny all submitted 25s forms within 5 days and advise the employee of the outcome.

4. Requests for time off before the start of the members shift must be requested as soon as possible before the start of the members affected shift. Requests must be made to the

working shift OIC. Time off will only be approved if minimum staffing is available (absent exigent circumstances, final determination by an Assistant Manager or the ECC Manager).

- a. No time off will be allowed if any personnel are working overtime to meet minimum staffing levels.

5. Any employee not at their assigned position and prepared to assume the duties of that position at their determined starting time will be carried Tardy-LWP or AWOL-LWP. For purposes of determining Tardy or AWOL:

- a. Tardy - if member calls prior to the start of their shift and is not granted time off, (i.e. minimums not met) any/all time the member is not at their assigned station up to 60 minutes past the start of their shift, the member will be carried as Tardy-LWP.
- b. AWOL - if member does not call prior to the start of their shift and fails to appear at their assigned position, that member will be carried as AWOL-LWP.
- c. Any member who is tardy and fails to appear by 60 minutes after the start of their shift will be carried as AWOL-LWP for the entire time they are absent.

6. Inclement weather conditions do not constitute an excuse for Tardiness/AWOL. Adverse conditions call for added responsibility on the part of the Communications Section and

therefore, timely attendance is critical.

7. Responsibilities of the ECC Supervisor:

- a. Maintain Minimum Staffing Levels.
- b. Complete form 25S for any member calling in to take time off if granted. Make appropriate entries on the shift lineup and time book.
- c. Thoroughly investigate, document, and take corrective/disciplinary action in all instances of Tardiness and AWOL following AFSCME contract and the City Administrative Regulations.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 1.6

Effective: 06/25/12

Technical Failure or Personnel Shortage

Policy:

In the event of technical failure, ECC personnel shortage, or other problem, District 2 and 4 may be combined on either channel as can District 3 and 5.

Car-to-car traffic is conducted on the primary channel. Field units will not be given permission to switch to Secondary Channel for routine car to car.

- A. In the event of a personnel shortage at ECC the OIC/AOIC have the options to:
1. Shut down the inquiry channel. Districts will switch to Secondary Channel to run queries for their officers.
 2. Combine Districts 3 and 5, and/or
 3. Combine Districts 2, and 4
 4. Implement Mandatory Overtime in order to reach Emergency Staffing Levels.

Event channel may be utilized for a reserved channel at the request of a field supervisor. Reasons for the request will vary, but should generally be for priority incidents of short duration. For the majority of incidents, officers are to remain on the primary channel.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 1.7

Effective: 06/25/12

SICK TIME USAGE

Purpose:

To ensure Emergency Communications Center (ECC) personnel adhere to the Sick Leave policy as written in the City of Cincinnati Policy & Procedures, Administrative Rules and Regulations, and the AFSCME and CODE contracts.

Policy:

To ensure necessary documentation is completed for every instance of sick with pay, sick with pay family and sick without pay usage.

ECC timekeeper will ensure the Sick List is complete and accurate.

When an employee calls off the track sick, the supervisor will check the sick usage file to see if the employee is required to bring in a physician's verification of illness and inability to work note. If a note is required, the supervisor will advise the employee verbally on the phone that they will be required to bring in a note when they return to work. If the supervisor fails to make the notification at the time of the initial phone call, they will call back and inform the employee that a note is needed. Messages left at the place of residence are acceptable.

If the employee returns to work and brings in a physicians verification of illness and inability to work note, the supervisor will accept the note and turn it in with the lineup.

If the employee returns to work from a sick occurrence **without** a note and the supervisor had

requested the employee bring in a physician's verification of illness and inability to work note, the employee has 3 working days to bring in the note. The supervisor working will issue and serve an ESL to the employee the first day back which will document that a physician's verification of illness and inability to work note was ordered by a supervisor. If the employee refuses to bring in a physician's verification note within 3 working days, the time off will be changed to Leave Without Pay (LWP) and charges of insubordination will be filed by the supervisor that same day.

Personnel who have exhausted all their sick time will be reviewed on a case by case basis by their supervisor and may be placed in a time off restriction status. After review and approval by either the ECC Manager or Assistant Managers, an ESL will be placed in their ETS file by the supervisor indicating the pattern of sick time abuse. No time off, not even partial time off will be granted without permission from an Assistant Manager or Manager with the exception of scheduled vacation.

Sick with Pay Family- immediate family is defined as husband, wife, parent, stepparent, parent in law, child, sister, brother, grandchild, grandparent, legal guardian, or member of the immediate household.

In the case of an illness of a family member, **one working day** to care for and make arrangements for a sick or injured member of the family. If additional time is needed it shall be granted by the immediate supervisor provided the employee submits written verification by the treating physician regarding the nature of the illness and the length of time off to care for the sick member of the immediate family.

If an employee calls off the track sick, including sick with pay family, he/she will be unable to work overtime for the following two shifts. For example, an employee calls off sick for their shift starting

at 0700 on Monday. That employee will be ineligible for overtime until 0700 on Tuesday.

Procedure:

A. Responsibilities of ECC personnel unable to appear for work due to sickness or injury.

1. As soon as possible before the start of the next shift, notify a supervisor and provide the listed information:
 - a. The specific nature of the illness or injury.
 - b. How long you expect to be off work. If it is longer than 3 days the supervisor will ask for a physician's verification of illness and inability to work note.
2. As soon as possible before the start of their next shift, the employee will notify a supervisor that he/she is back on track, or remaining off track sick. This call must be made for each day the employee is scheduled to work. When calling back on track, the employee must work the entire shift.
3. The employee will bring in a physician's verification of illness and inability to work note within 3 working days when requested by the supervisor.
4. The employee will call after one day prior to the start of their shift and talk to a supervisor when requesting additional time off for SWP-F. If requested, the employee will provide the supervisor written verification by the treating physician regarding the nature of the illness and the length of time off to care for the sick member of the family.

B. Responsibilities of the ECC supervisor:

1. Complete the necessary paperwork documenting the sick occurrence. The supervisor must mark the 25S whether or not this illness qualifies as FMLA.
2. Check the sick usage file on the H drive under ECC supervisor, Timekeeper, sick list to check if further documentation is needed:
 - a. An employee with 5 or more instances of SWP, SWP-F or any combination of the two during the 12 month period beginning and ending with the employee's annual performance rating date will be required to provide a physician's verification of illness and inability to work. When notified of the 5th or more occurrences, a doctor's note is mandatory. AN ESL will be placed in their ETS file by the supervisor indicating a physician's verification of illness note will be needed for this and all future sick time occurrences.
 - b. When an employee has a total usage of over 80 hours of SWP, SWP-F or both during the 12 month period beginning and ending with the employee's annual performance rating date, regardless of the number of instances, the supervisor will review the usage and notify ECC Management for guidance or approval to request or waive a physician's verification for any subsequent usage during the 12 month period. Once the need for a physician's verification of illness and inability to work note is determined an ESL will be made by the supervisor.

- c. If any instance of SWP exceeds three working days, the supervisor will request a physician's verification of illness and inability to work note.
- 3. The supervisor must check the block if a physician's verification of illness and inability to work note was verbally requested from the employee.
- 4. When a supervisor orders a physician's verification of illness or inability to work note from an employee, they must document and serve an ESL the day the employee returns to work stating the employee has 3 working days to bring in the physician's verification of illness and inability to work note. This is only if the employee does not bring in a note the first day back to work.
- 5. If the employee refuses to bring in the physician's verification of illness note after 3 working days, on the 3rd day the supervisor will initiate a form 17 to request insubordination charges be filed against the employee and that all time granted as sick be changed to reflect LWP.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 1.8

Effective: 06/25/12

OVERTIME

Purpose:

To ensure Emergency Communications Center (ECC) employees adhere to the Overtime policy as written in the AFSCME and CODE contracts.

Policy:

To ensure overtime is picked in accordance with bargaining contracts.

Employees may sign up for overtime out of their job classification; however priority will be given to those in that specific classification. If on-duty personnel are trained on that position, and staffing allows, they will be used instead of overtime.

When overtime is selected, it is mandatory that the employee chosen report to work as scheduled. Unless there is a legitimate emergency, which must be documented, not showing up for scheduled overtime will result in the employee being carried AWOL.

Supervisors will make every attempt to assign overtime in a fair and equitable manner.

Procedure:

A. Responsibilities for the employee

1. Sign up for overtime only if it is not your scheduled work time.
2. Clearly mark on the sign off sheet if it is your second off day.
3. Sign up for overtime only if you plan to work

the overtime, you may not trade overtime with another employee.

4. Check the Overtime Binder to see if you have been selected. Make sure you initial the page to ensure notification was received.
5. You are ultimately responsible to check and see if you have been selected for any overtime you sign up for.
6. You may only remove your name for the sign up page prior to the overtime being selected.

B. Responsibilities of the ECC supervisor:

1. Post the overtime four weeks in advance.
2. Choose the overtime based on the criteria listed as equitable as possible. No double time for second off day unless it is an emergency. Reason for double time must be documented on a Form 68P.
3. Choose at least 2 weeks in advance (except in exigent circumstances). It is the responsibility of the supervisor to make sure the employee is notified if the overtime is selected less than 72 hours in advance. Document the employee was notified on the overtime sign up sheet by placing your initials and the time and date notified.
4. Document an employee who is chosen for overtime and does not report for duty as AWOL. The employee will be disciplined according to City of Cincinnati's Disciplinary Matrix.
5. Make sure your shift is covered for minimum staffing levels.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 1.9

Effective: 06/25/12

Emergency Communications Center Records Room.

Procedure:

A. Hours of Operation

1. ECC Records Room's normal hours of operation are Monday through Friday, 0800-1600 hours.
 - a. Production of information in response to routine requests outside normal hours of operation will be deferred until the Records Room is staffed.
 - b. The Night Inspector, his designee, or the ECC Manager or Assistant Managers, may direct recall of Records Room personnel for production of information reference critical incidents.

B. Sources of Requests

1. Records Room personnel receive requests for information from a variety of sources. These include the media, public, Citizen Complaint Authority (CCA), police, fire, and various criminal justice personnel.
2. The method of request includes phone calls, letters, facsimiles, and subpoenas.
3. These requests may be forwarded from Records Section, Planning Section, from elsewhere in the Department, or received directly at ECC.

C. Sources of Information and Retention Periods

1. Records Room personnel have access to the following types of information with the noted retention periods:

- a. Computer Aided Dispatch records
 - 1) Incident Histories (2 years plus current)
 - 2) Unit Histories (1 year on line)
 - b. Audio Tapes
 - 1) Police Radio (90 days)
 - 2) ECC Telephone Calls (90 days)
 - c. Mobile Data Computer logs (ongoing since 1998)
 - d. Regional Computer Center Records (3 years plus current)
 - e. CADUH, CADCH (2 years plus current)
- D. Secure Storage of Records
- 1. All recordings (radio, phone) are recorded on computer hard drives at ECC.
 - 2. Any copies made are saved as audio files.
 - a. These audio files are saved for one year then deleted.
- E. Coordination with Affected Parties
- 1. Records Room personnel will forward:
 - a. Copy of any subpoena to Records Section.
 - b. Copy of any information requested via defense subpoena to the appropriate City or County prosecutor.
 - 2. Records Room personnel will notify appropriate Department personnel of unusual or noteworthy requests that may affect them.
- F. Release and Redaction of Information
- 1. Release and redaction of information will be in accordance with Ohio state law.
 - a. Any telephone call received on 911 must be released upon request during normal

hours, unredacted, per Ohio law. No exceptions.

- 1) All other materials may or may not be released based on needs of investigators.

- a) Information related to active criminal investigations may be held unless approved for release by that unit or the Public Information Office.

- 2) In the event of a police-involved shooting or similar event, the Command Staff will hold a media conference within hours of the event. All materials may be released at that time, including 911 tapes.

- b. Records Room personnel are familiar with the intricacies of release for information other than 911 calls. ECC personnel, who receive requests after Records Room hours, must obtain permission from the Night Inspector, ECC Manager, ECC Assistant Manager, or Duty Officer to release the information.

2. Forward information requested via Public Information to Records Section for billing and release.

Exception: media requests may be released directly from ECC and the billing information sent to Records Section.

Exception: requests from CCA are treated as public information requests with regard to redaction but are not billed and may be released directly to CCA personnel.

3. Forward information requested via defense subpoena:

- a. One copy to the appropriate prosecutor
 - b. One copy to Records Section to take to court. No redaction is made to

material requested via criminal subpoena.

- c. Information for civil cases, subpoena or not, is redacted.

- 1) If public information requested from an attorney is for a criminal case, a copy will be forwarded to the appropriate prosecutor. Redact and release through Records Section to the requestor.

- 4. Redact the following information from any public information request:

- a. Social Security Numbers

- b. Control Numbers

- c. Any information received from RCIC, NCIC, or LEADS – directly or indirectly.

- 5. Make reasonable accommodation for requestors who wish to listen to audio recordings or review printed records on site. This may be done because the record cannot be reproduced or because the size of the request makes reproduction of the materials impractical. Schedule such arrangements with ECC Records Room personnel to occur during office hours after approval by the Assistant Manager or Manager.

G. Holding Information for Evidence

- 1. Information held for evidence is stored in the ECC evidence locker.

- a. Annual audits of the evidence locker contents will be conducted. Discard information no longer needed.

- 2. Records Room personnel will automatically place in evidence any audio involving a suspect shot by police or a police officer shot.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 1.10

Effective: 06/25/12

Check-Off Lists

Policy:

- A. All check-off lists are generated through an Administrative Supervisor.
 - 1. The Administrative Supervisor will log the check off information into the check-off log maintained on the H drive and place a copy in the Check Off Log kept on the floor.
 - 2. When lists are returned include the date of return.
 - 3. The Administrative Supervisor will file the lists and a copy of the memo.
- B. Upon receiving a check-off list Floor Supervisors will:
 - 1. Distribute the list to employees.
 - 2. Make sure they are completed by due date.
 - 3. Turn in completed check-off lists with line-ups.
- C. Employees will:
 - 1. Read the information.
 - 2. Sign the check-off list.
 - 3. Make a copy of the information if necessary.

4. Remain responsible for the information.
5. Move the list along in a timely fashion.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 1.11

Effective: 06/25/12

Scheduling Training

Policy:

- A. Communication between the Emergency Communication Center Supervisors is imperative to the efficient operation of the ECC. When any ECC Supervisor makes a decision which will affect manpower changes to another relief, adequate notification will be given to the affected shift's OIC who can make scheduling arrangements, adjust staffing levels, and notify the affected employee(s).
- B. Scheduling Training
 - 1. The Training Supervisor determining the need for large-scale training will:
 - a. Create a schedule of training, including class size, times and dates; and present this in advance to the affected shift OICs.
 - b. Give a time-frame for response from the shift OIC.
 - 2. For small-scale training, the Training Supervisor will:
 - a. Notify the shift OIC of training dates, times and personnel involved either in writing or via CAD or email.
 - b. Give a time frame for response from the shift OIC.
 - 3. The shift OIC receiving training notification will:
 - a. Check for schedule conflicts.
 - b. Check manpower levels.

- c. Mark the time book.
 - d. Notify the affected personnel.
 - e. Respond in a timely manner to the Training Supervisor.
- 1) If scheduling conflicts are unavoidable, coordinate solutions with the Training Supervisor in a timely manner.
4. Personnel are not to attend training off-duty and then submit for overtime pay without the prior knowledge and authorization of a shift supervisor or the Training Coordinator. The first priority will be to adjust a member's work hours or schedule if an off day is involved.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 1.12

Effective: 06/25/12

Shift Change Procedure

Policy:

- A. Starting times for the standard shifts are 0700, 1500, and 2300 hours.
- B. The on-coming shift or relief will not be permitted to take their assigned positions or relieve any on-duty personnel until 10 minutes before the scheduled starting time.
- C. On-duty personnel will not leave their positions before being relieved. If relief does not arrive between five minutes until the hour and the hour, on-duty personnel are required to notify the OIC.
 - 1. Personnel will leave their workstation neat, clean and ready for the next person.
 - a. Positions found to be dirty or out of order will be brought to the attention of the relief supervisor.
- D. Other relief assignments may be given as determined by the ECC Manager.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 1.13

Effective: 06/25/12

Employee Record Changes

Policy:

It is the employee's responsibility to notify the ECC immediately of any change to his/her personal information. This includes:

- A. Correction of name or birth date
- B. Change of Address and/or phone number
- C. Change of Marital Status



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 1.14

Effective: 06/25/12

Use of the Emergency Communications Center Vehicle

Policy:

- A. All ECC employees shall operate City of Cincinnati Automotive Equipment according to the laws of the State of Ohio, ordinances of the City of Cincinnati, and the rules and regulations of the Emergency Communications Center.
- B. Each ECC employee shall obtain permission from the shift OIC and fill out the vehicle sign out sheet to operate any ECC vehicle. This sign out sheet will be completed in full and include the date, mileage, fuel level, and condition of the vehicle.
- C. It will be the duty of the ECC employee to inspect vehicles before and after their use. Special attention should be given to cleanliness, tires, body of vehicle, lights, glass and fuel level. In the event that the ECC auto is found dirty, damaged, or in need of repair, it is the responsibility of the operator to immediately report the findings to the relief OIC. The last assigned operator will be held responsible for the use or misuse of the ECC vehicle.
- D. City vehicles will be kept clean and gassed with no less than 1/2 tank of gas at all times.
- E. The Vehicle Sign-Out Sheet shall be kept in the Assistant Manager's office along with the vehicle keys.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure #1.15

Effective: 07/10/13

Meal and Break Policy

Purpose:

To ensure that Emergency Communications Center (ECC) personnel adhere to the ECC Meal and Break policy.

Policy:

- A. No breaks of any type will be taken by any personnel during the 30 minutes before or after the primary shift start/end times.
- B. Supervisory personnel assigned to floor operations are required to eat at their workstations; unless relief practices are in place.
- C. Non-Supervisory Employees assigned to floor operations will take breaks in the following manner:
 - 1. 12 hour shift personnel will get two 10 minute breaks and one 25 minute break. Personnel on 8 hours will get two 15 minute breaks. 12 hour shift times effective 01/06/13.
 - 2. There will be no splitting up of break times. You must take one break in the 1st four hours of your shift, 25 minute break in the middle 4 hours and one 10 minute break in the last 4 hours of your 12 hour shift. Personnel on 8 hours will take one 15 minute break in the first 4 hours and one 15 minute

break in the last 4 hours of their 8 hour shift.

3. Employees will sign up for their breaks at the start of their shift. No more than one employee per classification is permitted to have the same break time without prior approval from the OIC.

- if
- D. The above policy may be altered by the OIC conditions warrant.
- E. Employees who must continually monitor their duty stations shall be required to work an eight hour shift and may be required to eat lunch at their work station during the shift except where relief practices are in effect.
- F. Food and drinks are permitted on the dispatch floor with due caution for electrical equipment and cleanliness, including disposal of containers.
1. All drinking containers and cups are to have spill-proof lids.
2. Containers from food consumed on the dispatch floor are to be disposed of in the trash receptacles in the kitchen only. The trash cans on the dispatch floor are not to be used to discard food or food containers.
3. Spills on the carpet or into computer equipment will immediately be reported to the OIC and an attempt will be made to clean it up.
- G. Employees will check to assure there are sufficient personnel for the current workload before taking their assigned break. If a sufficient number of employees are not available to handle the workload, the OIC will be notified to determine when the break may be taken.

1. Breaks will not deviate from the assigned break times without first obtaining permission from the OIC.
- H. Employees will log the start time of their break on the break clipboard at the beginning of their break. Upon returning from the break, the employee will log the return time on the break clipboard.
1. Call takers assigned to critical positions (i.e. RAP alarm, Signal 66 Board, City Hall alarms, Call back desk) or any other equipment which requires constant monitoring will ensure that those positions are attended prior to leaving for a break. Dispatchers assigned to radio channels or other critical positions will ensure that those positions are attended prior to leaving for a break.
 2. Dispatchers are not permitted to leave their assigned radio dispatch position with hand-held radios except under emergency conditions.
 3. Teletype clerks will notify the OIC if their phone will be left unattended. An E911 Operator may be temporarily assigned to cover Teletype during breaks.
- I. Personal activities such as smoking, preparing meals, cleaning dishes, personal phone calls, personal errands, eating away from one's work station, etc. shall be performed only on the employee's break period.
- J. All employees not otherwise referenced in this policy will adhere to City P&P 3.12



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 1.16

Effective: 06/25/12

Kitchen

Policy:

It is necessary that each relief put the kitchen in order before terminating their tour of duty.

Due to the large number of people using the refrigerator it is cleaned routinely by a volunteer. Anything left past the current shift may be thrown out.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 1.17

Effective: 06/25/12

Use of Tobacco Products

Policy:

A. The Emergency Communications Center is a tobacco-free workplace. The use of cigarettes, snuff, chewing tobacco or similar products is prohibited anywhere in the building.

B. Personnel who wish to indulge in such products will do so outdoors at the rear of the building. Waste will be disposed of in containers provided.

1. There will be no smoking in the front of the building near the employee entrance.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 1.18

Effective: 06/25/12

Disposal of "Sharps" or other Medical Waste

Policy:

Employees who have a legitimate medical cause to use hypodermic needles, syringes, lancets, or other sharp objects ("sharps"), or bandages, gloves or other biohazardous materials in the workplace shall dispose of those items in one of the following ways:

- A. Take the item home for disposal; or
- B. Place the item in a hard plastic or metal container with a screw or other tightly secured lid (e.g. plastic soda bottle).



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 1.19

Effective: 06/25/12

MANDATORY OVERTIME

Information: When personnel shortages occur whether due to illness, vacation, or any unforeseen emergency, it may become necessary for Management to require ECC staff work beyond their scheduled shift.

Purpose:

- A. To establish a policy that ensures sufficient staffing is in place to provide service to the public and first responders of the City of Cincinnati.

Policy:

- A. Emergency Communications Center (ECC) personnel are responsible for complying with established procedures.

Procedure:

The Emergency Communications Supervisor will make every attempt to minimize the need for mandatory overtime.

A. Supervisor responsibilities:

1. Request voluntary overtime from on-duty personnel (use position classification first)
2. Activate the communicator.
3. Offer overtime to temporary employees (if applicable)
4. Offer overtime to supervisors
 - a. Use Inforad paging system if necessary

B. If overtime is not voluntarily filled, the ECC supervisor will use mandatory overtime to ensure that Emergency Staffing Levels are met using rotational inverse seniority (least senior personnel first) by position classification.

1. Mandatory overtime will be tracked on the H-Drive to ensure fairness of the process.

2. Submit completed overtime form (68P) with the shift line-up.

Emergency Staffing Levels are as follows:

| | <u>Dispatchers</u> | <u>Call Takers</u> | <u>Fire Dispatchers</u> |
|-------------|--------------------|--------------------|-------------------------|
| 0700 - 1100 | 6 | 5 | 2 |
| 1100 - 1500 | 6 | 6 | 2 |
| 1500 - 2300 | 7 | 7 | 2 |
| 2300 - 0300 | 6 | 6 | 2 |
| 0300 - 0700 | 6 | 4 | 2 |

C. ECC personnel responsibilities:

1. Staff assigned position.
2. Complete overtime form (68P) and submit to shift supervisor.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 1.19A

Effective: 04/15/13

MANDATORY OVERTIME FOR BRIDGE SUPERVISION

Information: When personnel shortages occur whether due to illness, vacation, or any unforeseen emergency, it may become necessary for Management to require ECC staff work beyond their scheduled shift or to be called in to work.

Purpose:

- A. To establish a policy that ensures sufficient staffing is in place to provide service to the public and first responders of the City of Cincinnati.

Policy:

- A. Emergency Communications Center (ECC) personnel are responsible for complying with established procedures.

Procedure:

The Emergency Communications Supervisor/AOIC will make every attempt to minimize the need for mandatory overtime.

A. Supervisor responsibilities:

- 1. Request voluntary overtime from on-duty personnel (use position classification first, If no volunteers, you may use an AOIC if floor staffing allows without combining radio channels with the exception of CH16/Channel Relief)
- 2. Activate the communicator.

B. If overtime is not voluntarily filled, the ECC supervisor or AOIC will use the mandatory overtime list to ensure that Emergency Staffing Levels are met using rotational inverse seniority (least senior personnel first) by position classification.

- 1. Mandatory overtime will be tracked on the H-Drive to ensure fairness of the process.
- 2. Submit completed overtime form (68P) with the shift line-up.

C. ECC personnel responsibilities:

1. Staff assigned position.
2. Submit completed overtime form (68P) with shift line up.
3. Send email to an Assistant Manager with date and hours worked.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 1.20

Effective: 06/25/12

LONG DISTANCE PHONE CALLS AND FAXES

Policy:

Outgoing long-distance telephone calls and faxes must be job-related and judged necessary by the on-duty Emergency Communications Center Supervisor.

A Form 657, Long Distance Telephone Report, shall be completed by the person making the call. This form will be signed by the OIC.

Long distance faxes will be documented on the FAX log sheet, not a form 657.

Outgoing long-distance calls and faxes of personal nature must be pre-approved by the OIC and must be charged to the employee's home telephone number.

A Form 657 shall be completed by the person making the call and shall be signed by the OIC.

Incoming Long-distance Calls:

As a general rule the Emergency Communications Center will not accept collect telephone charges. If in doubt about accepting the call, check with the ECC Supervisor.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 1.21

Effective: 06/25/12

ECC INFORMATION TECHNOLOGY

Reference:

Ohio Revised Code 2913.04(B) - Unauthorized Use of Computer Property

City Personnel Policies and Procedures, Chapter 9.1, Internet Access and Electronic Mail Policy

City Information Security Manual

Human Resources Policies and Procedures, Chapter 9

Definitions:

Information Technology (I.T.) – The development, implementation, and maintenance of computer hardware and software systems to electronically organize, store, and communicate information.

Internet – A vast computer network linking smaller computer networks worldwide, also called the World Wide Web.

Intranet – A computer network with restricted access within an organization that uses software and protocols developed for the Internet.

Software – The programs used to direct the operation of a computer, including documentation on their use.

Hardware – The mechanical, magnetic, electronic, and electrical components making up a computer system including monitors, printers, etc.

Helpdesk –

- ECC I.T. Support for hardware and software support.
- ETS (Enterprise Technology Solutions Dept.) Helpdesk for email support.

Rebooting – Cycling down and up the power to a computer without completely shutting it off.

Purpose:

Ensure the security and integrity of ECC computer systems.

Ensure that computer systems are properly obtained, utilized, and maintained.

Policy:

No person shall attempt to gain access to or use of any computer, network, or software for which he is not authorized. No person shall modify, move, or delete any file or document, unless authorized to do so. All software shall be installed by or under the direction of ECC I.T. Support.

Personnel shall be accountable to the provisions of all user agreements when accessing software applications on ECC computers.

All computers and information systems, including email, Internet capabilities, and computer programs are for official business only. ECC computers must not be used for games, Internet music/videos, or any other non-business activity.

Personnel shall not use unlicensed software on ECC computers. A violation can constitute a fifth degree felony under Ohio Revised Code.

Information:

ECC I.T. Support shall be responsible for the acquisition, administration, installation, and maintenance of all information technology used by ECC.

ECC personnel shall have no expectation of privacy regarding the use of ECC computers, files stored on ECC computer systems, or email.

Procedure:**A. Procurement of I.T.:**

1. ECC I.T. Support shall research all I.T. requests. ECC I.T. Support must be involved in all phases of I.T. procurement, including vendor management, demonstrations, planning, etc.
 - a. ECC I.T. Support shall receive, inventory, install, and maintain all I.T. equipment, licenses, maintenance contracts, and user agreements for the ECC.
 - b. Purchase requests for all additional I.T. must be documented and supported on ECC letterhead.
 - 1) Submit the ECC letterhead through the chain of command.
 - 2) ECC I.T. Support shall:
 - a) Make recommendations as to the propriety of the I.T. request.
 - b) Complete the necessary forms.
 - 3) The ECC Manager shall:
 - a) Approve or deny the request.

- b) If denied, the request shall be routed back to its originator with a brief explanation.

B. Troubleshooting and Maintenance:

1. If the user cannot solve the problem by rebooting, he should report the problem to the bridge. If required, the bridge supervisor shall contact the on-call I.T. Support analyst.
2. Users are responsible for storing all files on the allocated server space (H: and/or I: drives).
 - a. Files should not be stored on local hard drives, desktops, or other devices.

C. Use of Computers:

1. Do not use or install any hardware or software on ECC computers.
2. Knowledge of unauthorized access to any computer, system, or network must be immediately reported to a supervisor.
3. Users must log on to Windows in order to use any computer.
 - a. When not actively using a computer for any length of time, users shall log off. CAD users shall log off of CAD, not Windows.
 - b. Reboot computers at least once per day. Floor CAD computers shall be rebooted at or about 0500 hours every day.
 - c. Do not power computers off.
4. Supervisors shall report personnel changes affecting computer use to ECC I.T. Support, including personnel no longer needing access to a computer, server folder, or email account.

D. Passwords:

1. Windows (Computer) logon:
 - a. Users shall be assigned temporary passwords when their Windows accounts are created. At first logon, users will be prompted to change their passwords.
 - b. Passwords shall be at least eight characters in length and include letters and numbers.
 - c. ECC I.T. Support does not retain passwords, but can assign a new password, if needed.
 - d. Passwords should be changed on a regular basis, except for Windows user account '911'.

2. Electronic Mail (Email) logon:
 - a. Users must change their ETS-assigned passwords at first logon.
 - b. New email passwords must be unique and at least eight characters in length.
 - c. For email problems, contact ECC I.T. Support, which shall either resolve the problem or refer the user to the ETS Helpdesk.
 3. Personnel are not permitted to share passwords, except upon request by either a supervisor or ECC I.T. Support.
- E. Electronic Mail (Email):
1. Abide by the City of Cincinnati Electronic Mail Policy.
 2. Use for official business only.
 3. Most email messages are public record.
 - a. Generally, access to email pursuant to a Public Records Request (see P.M. 18.120 and ORC 149.32) will occur with the employee's knowledge, in his presence, and with his cooperation.
 - b. Access without the employee's knowledge should be coordinated with ECC I.T. Support and ETS.
 4. Supervisory personnel and Administrative staff must access email accounts at least once per working shift. All other personnel must check at least once a week.
 5. Users are required to maintain email accounts such that they do not exceed allowed storage limits. This includes messages in the Inbox, Sent Items, and Deleted Items folders.
 6. Email accounts must be purged of all non-public record email prior to request for deletion. Request for deletion must be made by a supervisor.
- F. Internet:
1. Abide by the City of Cincinnati Internet Policy.
 2. Use for official business only.
 3. Users must be cautious on the Internet, as downloading files, programs and email attachments can spread viruses.
 4. Internet access from any CAD computer is forbidden, except for InfoRad Paging at the bridge.
- G. Use of personal I.T. appliances or devices with ECC-owned equipment is forbidden by the City of Cincinnati I.T. Security Policy.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 1.22

Effective: 05/03/13

Chain of Command

Purpose:

Establish a system of succession for uninterrupted leadership in normal day to day operations, unusual occurrences and in the absence of the Communications Manager.

Information:

The chain of command is a clear line of authority, from the ECC Communications Manager to every employee of the Emergency Communications Center.

Procedure:

Employees shall utilize, recognize, and adhere to the chain of command in all official and nonofficial actions that impact or could impact the daily operations of ECC.

Employee responsibilities:

1. Employees of the Communications Center shall bring forth any concerns, comments, suggestions, or complaints through the chain of command as indicated by the current organizational structure. Rank shall not be disregarded in conducting official business except where authorized by the Communications Manager, by law, or any current labor agreement.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 2.1

Effective: 03/18/13

CALLTAKING GUIDELINES

References:

***Association of Public Safety Communications
Officials (APCO) Standards***

Purpose:

Establish a definite guide and procedure for processing calls received at the Emergency Communications Center.

Policy:

Emergency Communications Center (ECC) personnel are responsible for complying with established call taking procedures.

Procedure:

A. Phone Etiquette

1. Call takers are required to maintain a polite and professional tone.
2. Call takers are not permitted to use profanity or be verbally abusive to callers. Do not become involved in arguments or debates.
3. Always maintain a business like attitude when taking calls even if the situation seems humorous. Do not make jokes or relate personal stories.
4. Do not make remarks critical of any race, class, or group of people.

5. Do not use words or voice inflections that reflect or indicate irritation, disgust, or sarcasm. Conduct yourself in a professional, helpful manner at all times.
6. Speak slowly and clearly on the phone and with adequate volume.
7. Use plain, everyday language with the public. Do not attempt to educate callers on ECC, Legal, or Safety terminology.

B. Control of Conversation

1. It is important to maintain control of all telephone conversations so that the information is obtained in the most efficient manner.

C. Chronic Callers

1. Each call to the ECC should be carefully screened, even those from persons who call frequently with non-dispatch incidents.

D. Calls from Juveniles/Elderly

1. Be particularly sensitive to calls from children and the elderly. They may initially seem confused as to why they are calling and may not express themselves well. Never assume that they are pranksters or senile.

E. Legal Advice

1. ECC personnel are not permitted to give legal advice. Furthermore, ECC personnel are not permitted to give an opinion on the best course of action involving a legal matter. You must refer the caller to an attorney for specific interpretations of the law, advice, or opinions.

F. Verifying Information

1. It is the responsibility of the call taker to verify the information provided by the caller on each and every call.
2. In instances where a dispute, conflict or confusion arises regarding jurisdictional boundaries or whether a City of Cincinnati response is appropriate, the ECC employee will dispatch appropriate city resources without delay.

G. Priorities

1. Each incident has been assigned a priority based on multiple factors. The call taker is responsible for obtaining adequate information from the caller to determine the severity of the incident and assign the proper incident type.

H. Caller Safety

1. Many of the incidents in the call guide will instruct the call taker to keep the caller on the line to provide immediate updates to responders. The call taker must never instruct the caller to do anything that will place the caller in danger.

I. Interviews and Incident Mask Completion

1. Conduct an efficient and thorough interview for each call received and be mindful to obtain all necessary information.
2. Input clear and concise information that is easily understandable by dispatchers and responders.
3. Ensure that the text supports the incident type chosen.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 2.2

Effective: 05/1/13

QUALITY REVIEWS

Information:

Quality Review (QR) is the concentrated review of selected phone calls and/or dispatches.

The QR should focus on overall good customer service skills and proper information gathering and dissemination.

The QR will document the employee's actions, adherence to policy, procedure, and professional conduct.

Policy:

ECC Supervisors will understand and follow this SOP.

Procedure:

A. Completing the Quality Review

1. A quality review form will be completed by the supervisor for each call reviewed.
2. Selected calls will reflect a cross section of all types of calls (emergency, non-emergency, service, alarm, ems, etc.) handled at the Emergency Communications Center (ECC).
3. Reviews must be of all personnel, evenly distributed across the relief.
4. A minimum of 2 reviews per employee will be submitted each week.

B. Supervisory Review

1. A review of the quality review will be conducted with the employee by the employee's assigned Supervisor and/or Training Coordinator.
2. Employee Supplemental Log (ESL) entries will be used to document particularly good or particularly poor performance.
 - a. Calls in which an officer's (police and/or fire) or a citizen's safety is negatively impacted due to failure to follow proper procedures will automatically be documented via ESL.
 - b. ESLs or progressive discipline will be issued when patterns of errors are noted through the QR process.

C. Retention

1. Review forms will be kept on file at ECC for two years plus the current year.
2. Records of Quality Reviews will be referenced for yearly evaluations.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 2.3

Effective: 06/25/12

Telephone calls

Policy:

Emergency Communications Center personnel will be familiar with these guidelines for making and receiving telephone calls.

A. All telephone calls are subject to review under the Quality Review Procedures.

B. Out going long-distance telephone calls and Facsimiles must be job related.

1. A Long Distance Telephone Report shall be completed by the person making the call. This form will be signed by the OIC.

C. Incoming Long-distance Calls: As a general rule the Emergency Communications Center will not accept long distance or collect telephone charges. If in doubt about accepting the call, check with the OIC.

D. Outgoing Local Calls (Call taker Personal Calls)

1. Personal calls at the work station may only be made occasionally and must be brief. They must be terminated immediately during periods of calls waiting.
2. A telephone has been provided in the hallway outside the kitchen. This phone line is unrecorded, and is to be used for the majority of personal calls.
3. Length and number of personal calls will be held to a minimum.

E. Cell Phones and Personal Electronic Devices

The use of personal cell phones or personal electronic devices is prohibited on the dispatch floor. This area includes CIN1, CH16, and TCRU. Cell phones and such devices should be turned off or placed on vibrate while on the dispatch floor to prevent them from ringing and interrupting the normal operation of business. Cell phones can be used off the dispatch floor (outer halls, kitchen, outside areas) during normal breaks.

F. Incoming Local Calls (Personal Calls)

Incoming personal telephone calls of an emergency nature may be handled immediately. Non-emergency incoming personal telephone calls will follow the outgoing personal call guidelines.

G. Incoming and Outgoing calls on the Dispatch Channel

1. Dispatchers at the dispatch consoles may make and receive personal calls of an emergency, urgent or important nature. The calls will be limited in duration to only the time necessary to handle the emergency, urgent or important item.
 - a. The calltaker will announce any personal calls before transferring to the channel to ensure the Dispatcher is able to take the call.
2. Prohibited calls include, but are not limited to:
 - a. Calls made to or received from complainants.
 - b. Calls made to or received from officers in the field.
 - c. Calls made to or received from district or section desk personnel.
 - d. For calls received from the field or an outside agency requesting to speak with the channel, the calltaker will attempt to assist the caller. If assistance is refused, the calltaker will refer the caller to the OIC.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 2.4

Effective: 06/25/12

Instant Radio / Call Check Recording Devices

Information:

There is an Instant Radio/Call Check recording device located at each E911 Phone position and at each Dispatch channel. The purpose of this equipment is to enable a call taker or dispatcher to replay all or part of a phone call or radio transmission that is unintelligible when first received.

Policy:

Emergency Communications Center personnel are responsible for complying with established procedures for using these Instant Radio/Call Check Devices.

Procedure:

A. Call taker position:

1. Anytime the original information provided by a caller is not understandable, the call taker will attempt a callback to the caller to verify information. If the callback is unsuccessful the calltaker will utilize the playback function to attempt to the gather the correct information.
 - a. If a location for police, fire or medical response can be determined, but additional information provided is unclear, and the caller disconnects, the call taker will enter an UNK incident and then access the playback

function to obtain additional information.

- 1) The call taker will supplement additional information to the existing UNK incident, changing incident type, manpower and priority as necessary.
- a. If a given location and/or other information is not clearly understood before the caller disconnects, the call taker will attempt to obtain information necessary for providing service, by attempting a callback and then, and if unsuccessful, accessing the playback function on the console.
- b. If the information received from the playback function is not clear for determining facts for incident entry, the call taker will notify the shift OIC who will access the Nice Playback Recorder located at the supervisor's desk in an attempt to obtain necessary information for determining service need.

B. Dispatcher Position:

1. Anytime a transmission is received from a field unit and the dispatcher is unable to determine the content of the transmission, the dispatcher will:
 - a. Attempt to raise the unit who was transmitting, either by identifying the unit from the displayed radio identifier, or by "44-ing" the unit transmitting.
 - b. Access the CML Instant Recall (IRR) Window on the Motorola Gold Elite Console in an attempt to determine

which field unit was transmitting and what was being said.

- c. If unsuccessful at identifying the field unit and the transmission, the dispatcher will immediately notify the shift OIC who will access the Nice Playback Recorder located at the supervisor's desk in an attempt to recall the transmission. A field supervisor will also be notified.
- d. At a field supervisor's directive, begin a roll call to check on all units.

C. ECC Supervisor Duties

- 1. Anytime a call taker or dispatcher has received unintelligible information either from a phone call or from a radio transmission, and is unable to determine the content of the call or radio transmission by using the play-back equipment at the work position, the Shift OIC will access the Nice Playback Recorder in an attempt to retrieve the call or transmission content.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 2.5

Effective: 06/25/12

COMBINED (Police/Fire) INCIDENT ENTRY

Purpose:

Establish a definite guide and procedure for handling combined incident calls received at Emergency Communication Center [ECC].

Policy:

ECC personnel should understand and follow this SOP when handling combined incident calls received at ECC.

Procedure:

A. Handling a Combined Police / Fire Incident

1. If the call taker is handling a call that requires combined Police, Fire, and/or Medical response, the call taker will obtain the basic information:
 - a. Where - Location where service is needed?
 - b. What happened?
 - c. Descriptions.
 - d. Weapons.
 - e. Direction and method of travel.

2. This information MUST be obtained and entered into the Computer Aided Dispatch (CAD) system in a timely manner.

a. When adding information to combined or associated incidents, the use of command

C*;

must be inserted, into the Comments field of the mask, to ensure that both police and fire receive the additional information.

3. AFTER obtaining the basic police information

a. The call taker will begin their EMD PRO QA. Following the PRO QA questions, the call taker will add any pertinent information by using the **C*;** command in the comments field.

b. The safety of first responders and victims is the primary goal. Any necessary information to further that cause, not generated by the PRO QA interview should be updated to the incidents.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 2.6

Effective: 02/25/12

Changing / Canceling Incidents

Policy:

Emergency Communication Center personnel will understand proper incident type changing or canceling.

Procedure:

A. Changing Incidents

1. The dispatcher on the channel may not **LOWER** an incident type or priority level prior to dispatch without an ECC supervisor's approval.
 - a. Unless a field unit is on scene and requests the type be amended.
2. The dispatcher is required to read and evaluate every incident received at their respective dispatch console.
3. The dispatcher will determine the appropriateness of the incident type/priority/response assigned to the incident.
4. If necessary, change the incident to higher priority/response than the incident type generates.

B. Canceling Incidents

1. The dispatcher on the channel may not cancel any run without approval from a field or ECC Supervisor.

- a. Unless the incident is an INFO run for broadcast only
 - 1) The dispatcher must determine if an INFO run involves a situation that requires police response, and if so, an officer will be dispatched
- b. Unless a cancellation request is received from the original caller.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 2.7

Effective: 01/16/13

Callback Position (PC01)

Information:

PC01 is responsible for handling callback requests.

Field units may request Emergency Communications Center (ECC) contact a complainant for additional information or instructions.

Differential Police Response (DPR) allows for a delay of up to 60 minutes before the complainant is contacted on low priority incidents. Citizens on these incidents must be advised of potential delays.

Procedure:

A. Callback Guidelines

1. Emergency Incidents

- a. Officer needs assistance, locating injured victim, or crime in progress related callbacks will not be limited.

2. Domestic Violence Callbacks

- a. **As a general rule, callbacks will not be made.**

- 1) Common sense must be applied in extenuating circumstances when a callback would be necessary.

3. Utilities & Public Works (ODOT, DUKE, etc.)

- a. These calls are made by the district

desk officer.

4. Police Response Unnecessary

- a. District / field supervisors will advise a complainant that police will not respond.

B. Use of the Callback Position

1. Dispatcher action:

- a. Send mail by entering SM [F10]
- b. Fill in the subject, incident number, and console
- c. Hit SHIFT+[F8] to access the comment field
- d. Enter the callback information and transmit [F12]

*You may fit most call back requests into the subject line; you can transmit after completing step b.

Call back requests from the command line:

If the callback request is less than 20 characters, the dispatcher can send them from the command line by entering the following syntax:

SM.S; subject.C; console.I; incident
[F10]

Example: car 4321 needs a call back for a security door to be opened.

SM.security door.PC01.I; #4321 [F10]

- e. If service is still needed, the dispatcher will reset the timer using the RI command and dispatch

the incident according to ECC
dispatch procedures.

Reset the timer:

RI.#9876 [F10]

2. Call back desk action:

a. When assigned to the call back
position, ECC personnel will sign into
the **CALL** dispatch group.

b. Recall the incident.

1. Complete call back request.

2. Update the incident with the
results of the call back, including
all pertinent information.

3. If the call back desk operator
advises the complainant of delay and
ascertains the police are still
needed.

#9876.CM; advd of delay [F3]

Or

IU. #9876.CM;advd of
delay[F10]

Or

#9876 [F3] and enter comments
in the form [F12]

4. If it is determined that police
service is no longer needed,
the
call taker will cancel the
incident by using the IU
command
to cancel the incident:

#inc.CL;CAN.CM; per comp [F3]

Or

IU.#inc.CL;CAN.CM;per comp
[F10]

C. ECC employees making callbacks are to make only positive comments to citizens.

1. Statements like "You can call City Hall to complain", "Call the Chief", "We don't have enough police officers", etc., are not acceptable.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 2.8

Effective: 06/25/12

911 Disconnect Calls

Information:

In late 2006, Phase II wireless phone technology was implemented.

Phase II technology provides the approximate location of the wireless caller based on X, Y coordinates.

Emergency Communications Center employees have been trained and Department members provided information on utilizing this technology.

Policy:

ECC employees should understand Ohio, APCO and NENA standards regarding 911 disconnect calls.

ECC employees will understand and follow this SOP.

Procedure:

A. Handling the Disconnect Call

1. When a Call taker receives a 911 Disconnect Call, they will attempt callback on the phone number displayed in the Automatic Number Identification (ANI) information.
 - a. Wireless phones will be called back ONCE.
2. If the Call taker receives no answer on callback or if the line is busy, and there

is Automatic Location Identification (ALI) information, enter a 'DISCON' CAD incident using the provided ALI information.

- a. Landline calls, that are busy on call back, will require the call taker to contact Cincinnati Bell Telephone 9-1-1 Control Center to request a line interrupt.
 - b. If the wireless number is busy or there is no answer, additional attempts to contact the caller will not be made.
3. If the Call taker receives an answering machine on callback, disconnect the call and enter a 'DISCON' incident using the displayed ANI-ALI information.
 - a. The Call taker will not leave a voice message on an answering machine or a voicemail on a cell phone.
4. When calling the displayed phone number and someone answers, you will verify the ANI-ALI information.
 - a. Phase II wireless X, Y coordinates will assist the call taker in locating the caller for emergency response.
5. If contact is made with the caller, process the call and provide the necessary public safety response.
 - a. Call takers will be alert for signs of an emergency.
 - b. If the call taker is not satisfied with the response received from the citizen (something "just doesn't seem right"), the call taker will enter an UNK (unknown trouble) CAD incident using the displayed ANI-ALI information.
 - 1) The text of the incident should

explain the concern of the call taker.

6. The call may be disregarded or cancelled if one of the following exists:
 - a. Misdial - Caller on the line and admits to a misdial.
 - b. Unintentional - Operator can hear normal conversation, radio, other background noise that does not indicate an emergency.
 - c. Children playing on the phone or prank call.
7. When a disconnect is received from a pay phone from a hospital, school, court house, or the zoo, security will be contacted and advised of the disconnect to investigate and contact ECC if response is necessary.
 - a. When received from a convenience store, church or similar location, do not ask a clerk or citizen to "check it out".



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 2.9

Effective: 06/25/12

OPERATION OF BLACKBERRY DEVICE FOR 911 TEXT MESSAGES FROM SPEECH, DEAF AND HEARING IMPAIRED

Information:

A Blackberry 7290 device is located in the 911 operations area at PC01 station to receive emergency text messages from speech, deaf or hearing impaired individuals.

ECC has conducted training of department personnel on the proper use of Blackberry 7290. ECC will also provide ongoing and additional training on the use of the Blackberry 7290 when requested.

ECC has the sole responsibility of annual inventory and inspection of the equipment.

The phone number to the Blackberry 7290 is 513-273-9911 (513-CPD-9911). This is the only number you can text to reach an emergency operator. **You cannot text a message to 911.**

When a message is received, the Blackberry will sound with 3 short tones. After the initial 3 tones, a small red light will flash on the top right hand corner, and continue to flash until the message is read. It will not give another audible signal. A small envelope will appear in the upper left hand corner of the screen along with a number indicating the number of messages.

Policy:

The purpose of the 7290 Blackberry device is to help with wireless communication between the Speech Deaf and Hearing Impaired and the Cincinnati Police Department.

It is the responsibility of the ECC employee assigned to PC01 to make sure the Blackberry is functioning properly, in audible sound mode and the

wireless antenna is turned on at the beginning of their shift.

Procedure:

- A. Recognizing a text message from a hearing impaired person to the Blackberry 7290:
 - 1. A hearing impaired person can initiate an emergency using a text messaging service from a cell phone, computer, etc.
 - 2. The message is sent to a Blackberry 7290 device located at the PC01 station in the 911 operations area.
 - 3. The device must be set to ring an audible signal.
- B. Handling a call to ECC from a person using a text messaging service:
 - 1. When a 911 operator receives a message sent to the Blackberry 7290 device, the operator will:
 - a. Answer the text message immediately by sending a reply text message asking the proper questions needed to gather information from the caller regarding the emergency.
 - b. Enter the information gathered via the text messaging conversation into CAD for dispatch.
 - c. Report the incident to a ECC supervisor.
- C. Responsibility of ECC Supervisor:
 - 1. Review the entire text message conversation
 - 2. Review the run in CAD to make sure all information was entered correctly
 - 3. Document any portions which could be used for future training of Blackberry 7290
 - 4. Highlight each text message and "Delete" per instructions

D. Refresher Training / Quality Assurance Program

1. Both the Training and Technical Supervisors will coordinate this program.
2. ECC personnel will receive remedial training as needed.
3. Training will incorporate the following:
 - a. Receiving text messages sent to the Blackberry device.
 - b. Responding to the text message using the Blackberry 7290 and asking the proper questions.

E. If the call is reference a Citizen Complaint forward the information to an ECC supervisor for follow up.

F. Daily Maintenance Responsibilities:

1. **At the start of every shift, the employee assigned to PC01 will make sure the Blackberry 7290 is fully charged and functioning properly with the audible sound mode and wireless antenna turned on.** (see F.4)
 - a. If the 7290 is not functional, immediately advise the floor supervisor. The supervisor will take the necessary steps to replace the Blackberry 7290.
 - b. Charge the 7290 Blackberry as needed but do not leave on the charger. This will cause the battery to die and not recharge. If this happens, the 7290 Blackberry will need to be replaced.
4. When the 7290 Blackberry is being charged, it is the employee's responsibility to make sure the wireless antenna is turned on. The upper right hand corner of the screen has an antenna symbol, it should show "bars" next to it to indicate antenna signal strength. If it says "off" next to the antenna, then you need to turn the antenna on. This is done by scrolling to the antenna on the main menu page, if it reads "turn antenna on" then click it to turn the antenna on, if it reads "turn antenna off"

this means it is already on and you should not do anything else.

5. The PC01 employee will make sure there are not any unread messages on the Blackberry screen.

G. Text messages received from someone other than the Speech, Deaf or Hearing Impaired:

1. In the event a call taker receives a text message from someone, other than the speech, deaf or hearing impaired.
 - a. Handle the call as you normally would according to "section B".
 - b. Notify a supervisor that someone, other than the deaf or hearing impaired used this service and the supervisor will take appropriate action.
2. If you receive a text or page, that is obviously not a call for service.
 - a. Notify a supervisor and the supervisor will take appropriate action.
3. Supervisor Responsibilities:
 - a. If the call taker receives a call from someone they know is not speech, deaf or hearing impaired, investigate the call and obtain as much information as possible and forward it through the chain of command. Then follow "Section C."
 - b. If the call taker receives a text or page that is not a call for service, note that the text or page was received and delete.
 - c. Do not try to call or contact anyone using this service inappropriately. Document the information and forward through the chain of command. This information will be collected and kept on file for any future investigation.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 2.10

Effective: 06/25/12

911 Silent Calls

Information:

Phase II technology which was implemented in 2006 provides the approximate location of the wireless caller based on X, Y coordinates.

ECC employees have been trained and Department members provided information on utilizing this technology.

Policy:

ECC employees should understand Ohio, APCO and NENA standards regarding 911 silent calls.

ECC employees will understand and follow this SOP.

Procedure:

A. Handling the 911 Silent Call

1. When a call taker receives a 911 call and the line is open but there is no response, the call taker will enter a 'SICALL' incident in CAD.
 - a. A SICALL incident is used when the call taker receives a 911 call where Automatic Number Identification (ANI) and Automatic Location Identification (ALI) are displayed but nobody responds to the call taker (NO communication).
 - b. Phase II wireless X, Y coordinates will assist the call taker in locating a wireless caller for emergency response.
2. The call taker will access the TDD/TTY to determine if the caller is possibly hearing

or speech impaired and trying to communicate using that method.

3. If there is background noise such as arguing, yelling, or noise that indicates an emergency, or trouble of an unknown nature, the call taker will enter an unknown trouble ('UNK') CAD incident.
4. If the call taker receives no response on any call, whether there is ANI-ALI information or not, the call taker should determine if a caller is unable to communicate.
 - a. Ways of handling this would be to use one or more of the following statements:
 - 1) If you are there, tap the phone two times or press #2 on your phone.
 - 2) If you need police or medical help, I will ask you questions that only need a yes or no answer.
5. If contact is made with the caller, process the call and provide the necessary public safety response.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 2.11

Effective: 06/25/12

MISDIRECTED 911 CALLS

Purpose:

To establish guidelines for handling calls requesting service in jurisdictions other than the City of Cincinnati, Ohio.

Information:

911 calls can be directed to the wrong PSAP and must be transferred to the correct agency. Cellular phones, system errors, or a complainant in the City reporting trouble outside the city are some, but not all, of the reasons a call might be considered misdirected.

Policy:

Emergency Communications Center (ECC) employees will understand and follow this SOP.

Procedure:

A. Handling the Misdirected 911 Call

1. Call taker duties:

- a. Verify ANI-ALI information if provided.
- b. Verify the location where service is needed is not within the City of Cincinnati jurisdiction.
- c. Transfer the misdirected call or refer the caller to the proper agency.

1) In cases of a transferred call, the operator will:

- a) Identify themselves to the agency called.
- b) State they are transferring a call.
- c) Confirm there is voice contact between the caller and the other agency.
- d) Disconnect from the call.
- e) Initiate an advised incident in order to track the call.

2. ECC Supervisor duties:

- a. Assist call taker with questions of appropriate jurisdiction or city response.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 2.12

Effective: 06/11/13

CITIZEN FOLLOWING A SUSPECT

Purpose:

Set guidelines for calls received from citizens who are following a suspect.

Policy:

When a call taker receives any report of a citizen following a suspect the call taker will advise the caller to refrain from any actions that may be potentially hazardous to the caller and/or other citizens.

If the caller advises they are going to continue following the suspect, the call taker will stay on the line and continue to update the location and other pertinent information to the open CAD incident.

ECC employees will remind the caller of the danger in continuing to follow and urge the caller to use extreme caution.

Procedure:

A. Handling Citizen Following Complaints

1. Duties of the Call taker

a. Enter a CAD incident using the appropriate CAD incident type listed in the Call takers Guide.

b. While information is still being

gathered, update the text of the incident as necessary in CAD.

- c. If original incident has already been broadcast and closed by the dispatcher and additional information is being received, REOPEN previous incident.

2. Duties of the dispatcher:

- a. Dispatch units or make broadcast according to incident type.
- b. If the text of the incident indicates the caller is continuing to follow the suspect, supplemental information will be relayed as it is received.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 2.13

Effective: 06/25/12

PRISONER RUNS

Purpose:

Set guidelines for prisoner runs received at Emergency Communications Center (ECC).

Policy:

Accept calls for prisoners with Cincinnati warrants, being held by an outside agency within Hamilton County, only from Central Warrants Processing Unit (CWPU). CWPU will verify the subject is wanted by Cincinnati and will contact ECC with the information to have a unit respond to pick up the prisoner.

Calls from courtroom bailiffs regarding capiases just issued by a judge do not require verification from CWPU.

Prisoners with Cincinnati Warrants being held by a police agency outside of Hamilton County such as Butler, Warren, or Clermont counties are called in by the Criminal Investigations Section (CIS).

Procedure:

A. Handling Prisoner Run Calls

1. Duties for the Call taker:

- a. Obtain and verify the location for police response (Outside police agencies are entered in the CAD as common places and CAD is programmed to refer the incident to the appropriate district for response).

- b. Complete incident entry following Call taker Guide.
- 2. Handling Prisoner Runs Involving Hamilton County Officers Working Within The City.
 - a. Calls received to the Emergency Communications Center from Hamilton County officers working in an off duty extension of police services capacity within the City and requesting prisoner transport will be instructed to contact the Hamilton County Communications Center to arrange transport. CPD will not transport these prisoners.
 - b. CPD units will be dispatched to assist County officers having trouble with prisoners or in need of assistance. Transport of the prisoners in these instances will be determined by the District OIC once the situation is brought under control.
- 3. Duties for the Dispatcher:
 - a. Dispatch the appropriate unit(s).



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 2.14

Effective: 06/25/12

HIT-SKIP AUTO ACCIDENTS

Policy:

The Emergency Communications Center will dispatch on all Hit-Skip accidents, public or private property in accordance with current CPD guidelines.

Procedure:

A. Handling the Request for Service

1. The Call taker will process a request for service following guidelines in the Call takers Guide.
2. Dispatcher will dispatch according to dispatch procedures for incident type and priority.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 2.15

Effective: 06/25/12

Animal (SPCA) Runs

Purpose:

To ensure proper handling of animal complaints in partnership with the Society for the Prevention of Cruelty to Animals (SPCA)

Procedure:

A. Deer:

1. Deer running loose:

- a. If the deer is causing a serious traffic or safety problem an Officer can be dispatched. If needed, the SPCA will be notified to respond.
- b. If the deer is not causing a hazard and is not a threat to property, advise the caller to leave it alone and it will return to its natural habitat

2. Deer Struck and Injured:

- a. If the deer is injured but still alive, the SPCA will respond.
- b. Police will respond for an accident report, traffic control, or any other way they can be of assistance.

3. Dead Deer:

- a. If a deer has been struck and killed, police will respond for an accident report and / or the carcass in the roadway. The officer may release the

carcass at the scene. If released, a Game Warden is not needed.

B. Dog Complaints:

1. SPCA responds for dog complaints.

a. Police officer should be on-scene to request SPCA response.

C. Wild and Exotic Animal Complaints:

1. The SPCA can assist with wild or exotic animals.

a. For rodents, birds, and other nuisance type critters refer caller to an exterminator, or other agency as appropriate.

D. After hours contact for the SPCS is made through the Hamilton County Communications Center.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 2.16

Effective: 06/25/12

"OnStar" CALLS

Background:

"OnStar" is a vehicle tracking service offered to owners of specific vehicles. Satellites are used to determine the location of a vehicle.

When an "OnStar" equipped vehicle is involved in an accident, the monitoring center employee is able to provide emergency responders with the accident location. "OnStar" can update a vehicle's location for emergency responders when an "OnStar" equipped vehicle is stolen, or involved in an incident.

"OnStar" services include but are not limited to:

- Air Bag Deployment Notification
- Emergency Services
- Stolen Vehicle Tracking
- Accident Assist
- Automatic Crash Response
- Vehicle Slowdown

Policy:

"OnStar" calls reporting accidents, "moving" or "stationary" incidents (criminal or non-criminal) will be entered following call taking procedures.

Procedure:

A. Handling Incidents Reported by "OnStar"

1. Call taker duties:
 - a. The Call taker will enter a CAD incident using the appropriate incident type for the situation being reported.

- 1) A moving incident that is being tracked by "OnStar" will not be entered as an "INFO" incident.
 - b. The Call taker will update location and other information to the existing CAD incident.
 - c. The ECC Call taker will remain on the phone with the "OnStar" representative until the situation is resolved.
 - d. The CAD Incident number may have to be provided to the "OnStar" supervisor for disclosure of certain information.
2. Dispatcher duties:
- a. The dispatcher will handle the incident according to procedure established for the respective incident type.
 - b. The dispatcher will broadcast updates as they are supplemented to the existing incident.
- B. Tracking Stolen Vehicles through "OnStar"
1. Call takers will ensure the following before processing a citizens request to track their stolen vehicle:
 - a. The vehicle theft report must already be made with police.
 - b. The vehicle owner MUST speak with "OnStar" and make the "tracking" request.
- Exceptions:
- 1) Police are actively pursuing the vehicle

- 2) The vehicle owner is possibly abducted with the vehicle
 - 3) The vehicle owner is unable to talk with an "OnStar" agent
2. The CAD Incident number may have to be provided to the "OnStar" supervisor for disclosure of certain information.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 2.17

Effective: 06/25/12

METRO BUS "CALL POLICE" SIGN

Information:

Southwest Ohio Regional Transit Authority (SORTA) buses have marquee signs on the front of each bus that announces the route names for that specific bus. At times the sign will indicate "CALL POLICE". This SOP establishes the mutual policy between SORTA and the Emergency Communications Center (ECC).

Policy:

ECC employees will understand and follow this SOP.

Procedure:

A. Handling "Call Police" Incidents from SORTA

1. Call taker duties:
 - a. If the Call taker receives information that a Metro bus has the "call police" sign activated, the Call taker will:
 - 1) Contact Metro dispatch.
 - a) If the sign is a false alarm, no further action is required.
 - b) If there is a problem, enter the appropriate CAD incident for police, fire, or medical response.
2. Dispatcher duties:
 - a. Dispatch units according to dispatch guidelines.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 2.18

Effective: 06/25/12

PROCESSING REQUESTS FOR SALT TRUCKS

Purpose:

Ensure timely response for requests for salt trucks received at Emergency Communications Center (ECC).

Policy:

Emergency Communications Center (ECC) receives requests for salt trucks by radio and/or telephone for icy conditions due to weather or water main breaks. ECC is responsible for relaying these requests to the City Public Works Department for actions.

Procedure:

A. Receiving Initial Complaint

1. Dispatchers and Call Takers will receive initial complaint.
2. Complete the request form.
3. Forward the completed request to the teletype clerk.

B. Processing the Request

1. Teletype personnel will process requests for salt trucks.
 - a. Fax the request form to the Public Works Department. Confirm receipt of fax by phone with Public Works if request is made outside of a snow emergency.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 2.19

Effective: 06/25/12

CRIME IN PROGRESS

Definition:

A crime in progress is actually occurring at the time it is reported. For CAD purposes (incident type selection), the "in progress" incident type will be also used for those crimes which have "just occurred".

Policy:

To ensure proper and timely response to Crimes in Progress

Procedure:

Upon notification of a crime in progress the dispatcher will:

- A. Immediately dispatch at least two one-person units or one double unit. Depending upon the nature of the offense and procedurally determined response levels, a supervisor may be dispatched. Under no circumstances will a single unit be dispatched with "start responding, I'll get you a backup." If there is only a single unit available for an incident requiring two officers, the incident will be handled according to the dispatching guidelines procedure for code zero situations.
- B. Advise responding units of the nature of the offense and give a preliminary description of the suspect(s).
- C. Hold the channel for emergency traffic only if advised by a field OIC or if a unit is on scene of an emergency incident and has not advised that the scene is safe.

D. Broadcast information citywide, or ACB if appropriate.

1. Follow all directives given by the field OIC. These directives include, but are not limited to, dispatching additional units, setting quadrants or perimeters, and making broadcasts.
2. Follow the dispatch guideline procedures for gathering and broadcasting suspect descriptions. Ensure the information broadcast is as accurate as possible and clearly states the facts of the incident. For instance, if making a broadcast based on witness information before officers have responded to confirm validity, it is important to state that in the broadcast. Terms such as "information received from a caller" or "Police are responding for a report of" will help responders categorize the information.

E. The description will be broadcast as often as necessary during active incidents.

F. If a quadrant or perimeter was ordered by a field OIC, cancel it only at their command. When cancelling a quadrant use the proper Signal (88 or 89) and repeat the description and offense.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 2.20

Effective: 06/25/12

Aircraft Theft in Progress or Just Occurred And Suspicious Airborne Object or Aircraft

References:

North American Aerospace Defense Command (NORAD) 9-1-1 Emergency Response System (ERS) Memorandum Of Agreement (MOA) dated 15 Mar 03

National Emergency Number Association (NENA)
Standard for NORAD Notification: Airborne Events

Information:

The NORAD 9-1-1 ERS consists of passing airborne terrorism information from 9-1-1 caller to Public Answering Safety Points (PSAP) to NORAD Air Defense Sectors in a timely fashion.

NORAD, NENA, and the National Association of State 9-1-1 Administrators (NASNA) signed a Memorandum of Agreement in December 2002 that establishes a formal relationship between all organizations to work together to share time critical airborne terrorism information that originates via the telephone 9-1-1 processes.

Stolen aircraft are most often used in the illegal drug trade, however, the potential for terrorist activity must be considered.

Policy:

Emergency Communications Center (ECC) employees will understand and follow this SOP when handling a call regarding the theft of an aircraft in progress or just occurred.

Procedure:

A. Handling an Aircraft Theft Incident

1. Duties of the Calltaker

- a. The calltaker should attempt to obtain the following information from the caller:
 - 1) Caller name and telephone number
 - 2) From where was the aircraft taken?
 - 3) When was it taken?
 - 4) Aircraft Information:
 - a) Is it a plane or helicopter?
 - b) What color is it?
 - c) Does it have jet or propeller engines?
 - d) How many engines does it have?
 - e) How big is it?
 - f) Does it have any distinguishing marks?
 - 1] Name on Fuselage
 - 2] Tail Number, Stripes, etc.
 - 5) Have you notified any other agencies?
 - a) Federal Aviation Administration (FAA)?
 - b) Airport Control Tower?
 - 1] Greater Cincinnati /Northern Kentucky International Airport (CVG)
 - 2] Lunken Airport
- b. Enter appropriate CAD incident type.
 - 1) Incident type determined from information provided by caller (THEFT, THEFTR, INV, etc.).

2. Duties of the Dispatcher

- a. Dispatch field units according to incident type.
- b. If field units verify the theft of an aircraft, notify a ECC supervisor.

3. Duties of the ECC Supervisor

- a. Coordinate with teletype personnel regarding entry of report information.
- b. Notify Duty Officer or Night Inspector.
- c. Notify NORAD.
- d. Notify TEWG by calling 263-8000.

B. NORAD Notification

- 1. The supervisor, or designee, will notify NORAD.
 - a. Contact number located in the RECALL folder (H Drive).

C. Handling a Suspicious Airborne Object or Aircraft

1. Duties of the ECC Supervisor

- a. Assist the call taker and gather preliminary information on the incident.
- b. If, after reviewing incident information and believing the information credible, contact NORAD for call conferencing, if possible.
- c. Notify the Duty Officer or Night Inspector.
- d. Notify TEWG by calling 263-8000

2. Duties of the Call taker

- a. The Call taker will screen the call using existing local resources to ensure NORAD does not receive a large number of "false" reports.
- b. The Call taker should attempt to obtain the following information from the caller:
 - 1) Caller Name and telephone number
 - 2) Location of the object or aircraft.
(Note: A general location is OK, i.e. over Westwood vs. 5th & Main).
 - a) If the caller reports an exact address, and PSAP is capable of geo-verifying the address to a lat/long, then do so for relay to NORAD staff.
 - 3) Direction/heading of flight.
 - 4) How high was it above the ground?
(For caller reference, advise the caller the tallest commercial ground radio towers are typically 1000 ft.).
 - 5) How fast was it moving?
- c. Notify a ECC supervisor of the incident.
- d. Enter the appropriate incident type in CAD.
 - 1) Incident type will depend on information provided by caller (UNK, SUSP, INV, etc.).
- e. The Call taker should attempt to obtain additional information using the following questions:
 - 1) How many aircraft/objects were there?

- 2) What did the aircraft/object look like? If an aircraft, ask the following questions:
 - a) Was it a plane or helicopter?
 - b) High wing or low wing?
 - c) What color was it?
 - d) Did it have jet or propeller engines?
 - e) How many engines did it have?
 - f) How big was it?
 - g) Did it have any distinguishing marks?
 - 1] Name on Fuselage?
 - 2] Tail Number, Stripes, etc.
 - 3] What time did you observe it?
 - 4] What was the aircraft/object doing that was suspicious?

3. Duties of the Dispatcher

- a. Dispatch units or broadcast information following established guidelines.

B. Other Activity Classes

1. Crop Dusting Aircraft:

- a. If agriculture spraying is active in your area, contact the appropriate controlling department to determine if the aircraft belongs to them.
 - 1) In the majority of areas in the U.S., crop dusting aircraft are not required to schedule their flights with the Department of Agriculture or other entity.
- b. Contact the local airport control tower and inquire if they are aware of the aircraft.
- c. If the aircraft is spraying over a population center or other special activity, and the information appears credible, notify NORAD immediately.

2. Other Suspicious Airborne Object:

- a. Contact the local airport control tower to determine if they are aware of and have identified the object.
- b. If object is not identified, and the information appears credible, notify NORAD immediately.

C. NORAD Notification

1. The ECC supervisor, or designee, will contact NORAD.
 - a. NORAD phone number is in Recall folder (H drive).
2. Provide preliminary information to NORAD.
3. Ask NORAD staff if they would like the call conferenced.
 - a. If response is Yes:
 - 1) Tell the caller that you are going to conference them in with the military.
 - 2) Tell the caller if they are disconnected from the PSAP, they will be called back.
 - b. If response is No, continue obtaining information from caller and pass it along to NORAD.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 2.21

Effective: 06/25/12

Enhanced Alarm Verification

Policy:

Emergency Communications Center personnel receiving notification of a burglar alarm from an alarm company to a private residence or commercial establishment will inquire if two attempts have been made to contact the owner/agent of the property.

This procedure is not applicable to holdup or panic alarms

Procedure:

A. Alarm Verification

1. Personnel receiving notification of a residential or commercial burglar alarm via 911, Centrex, or transfer call will:
 - a. Inquire and record if two attempts to contact the owner/agent were made.
 - b. Record name of person, alarm company, and callback number into the CAD incident.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 2.22

Effective: 12/6/12

Banks Central Riverfront Garage Safety and Security Systems

Purpose:

To assist with providing support service for safety personnel responding to emergencies which occur at the Banks Central Riverfront Garage.

Information:

The Banks Garage, which is operated by Central Parking, spans the area between Paul Brown Stadium and the Great American Ballpark. The two level garage covers over 35 acres and has 3500 parking spaces. The upper level is P1 and the lower level (off Mehring Way) is P2. The parking rows are assigned letters, starting with A in the north end of the garage, along 2nd street and go up as you go south toward the River; the "M" row is the farthest south end of the row near the Lager House.

- The garage is divided into four color coded blocks that run east to west:
 - Red for the Cincinnati Reds
 - Blue for the Blue Bridge (Suspension Bridge)
 - Green for the Freedom Center
 - Orange for the Bengals
- There are several cash booths located within the garage which are tied to the "Sig66" Keltron Alarm System located at PC04.
- Blue Light Emergency phones are located throughout the garage and elevators, which when picked up, connect directly to ECC.
- Genetec Video cameras are linked to the cash booths as well as several locations throughout the garage.

Procedure:

1. ECC personnel receiving calls for service from the Blue Light Emergency phones will:
 - A. Ensure that the correct ALI location is selected for service by comparing the information provided by the MicroData phone system to the common place list in CAD provided for the Banks garage.
 - B. Interview the caller to determine the nature of the emergency and enter the appropriate incident type for response.
 - C. If activated, monitor the related Genetec camera which is located at PC04, to provide additional information to responding safety personnel, provided there are not emergency calls for service pending.
2. Upon activation of the “Sigg66” alarm, ECC personnel will:
 - A. Enter the appropriate catalogued alarm (i.e. #150), ensuring that the correct location for service is entered.
 - B. Notify the ECC OIC of the activation and complete the alarm clipboard.
 - C. If activated, monitor the related Genetec camera which is located at PC04, to provide additional information to responding safety personnel, provided there are not emergency calls for service pending.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 3.1

Effective: 06/25/12

DISPATCHING GUIDELINES

References:

***Association of Public Safety Communications
Officials (APCO) Standards***

Purpose:

Establish a definite guide and procedure for dispatching via radio and MDC.

Policy:

Emergency Communications Center (ECC) personnel are responsible for complying with established dispatching procedures.

Procedure:

A. Radio Etiquette

1. Radio transmissions are expected to be professional. The dispatcher will not use words or voice inflections that reflect or indicate irritation, disgust, or sarcasm. Humor and horseplay are not permitted.
2. Superfluous words will be avoided. "SIR", "MAAM", "CAN YOU RESPOND" are unnecessary and should not be used.
3. Radio transmissions should be brief, taking only as long as necessary to relay pertinent information.
4. Transmissions will be stated distinctly, slowly enough to allow comprehension, but not prolonged as to unduly occupy airtime.

B. Dispatching

1. All dispatchers, regardless of assignment, will use ECC issued headsets at all times. Dispatchers will not use hand held radios to leave their work stations for any reason. Channel relief is available if dispatchers need to leave their station. If there is an emergency and the dispatcher requires immediate relief, notify the ECC OIC.
2. Patrol units are available and will be dispatched on any pending incidents at the start of their shift.
 - a. The dispatcher will log all units into the CAD system at their respective shift start times, according to the lineup provided by the CPD.
 - i. Notify ECC OIC if lineup has not been received
2. Names of complainants will not be broadcast unless the field unit being dispatched specifically requests that information. The names of rape victims and anonymous callers will not be broadcast on the air.
3. The dispatcher will relay all necessary information over the air to responders and not dispatch via MDC. Location and all pertinent information will be given twice on the air to non-MDC equipped units.

C. Copying/ Broadcasting Descriptions

1. Dispatchers will copy all descriptions received over the air from field units. The dispatcher will then:
 - a. Assemble the information in proper order.
 - b. Broadcast the information to the appropriate units and/or agencies

- c. Complete a broadcast card (CINCOM14) for teletype purposes.
 - i. Time stamp the card
 - ii. Initial the card in the appropriate space.
 - iii. Immediately submit the card for pick up by the teletype operator
 - iv. Add the information from the broadcast card to the CAD incident, thus enabling the information to be available to other shifts.

- 2. Serious crimes in progress or just occurred, on or near district boundaries, will be broadcast for all jurisdictions who may be affected.

D. Code Zero (condition when there are no patrol units available in the district)

1. All incidents will be dispatched immediately to available field units. If the dispatcher receives a priority incident (all but purple incidents) they will dispatch the incident within 2 minutes or advise a field OIC of inability to do so. When the district is in a Code Zero and a priority incident (all incidents except purple runs) is pending, the dispatcher will immediately advise the field OIC of the incident(s). The field OIC is responsible for issuing a directive on how to proceed. The dispatcher will note in the text of the incident the field OIC's car number and if the field OIC directs that the incident be held, or if the manpower response is changed from our guidelines in order to facilitate response.

2. When the district is in a Code Zero and non priority (purple) incidents are being held after the timer has expired a second time, the dispatcher will notify the field OIC. If the OIC directs the dispatcher to continue holding the incident, the car number of the OIC and the request to

continue to hold will be added to the text of the incident.

3. When there is only a single officer unit available and the dispatcher is holding any incident requiring a two-officer response, the dispatcher will advise the field OIC of the pending incident and the availability of only one officer.
 - a. Dispatchers will not dispatch a single officer unit on any incident that requires a two officer response unless directed to do so by the field OIC. The car number of the field OIC will be added to the text of any run when directives are given that contradict ECC guidelines.
 - b. The dispatcher is not permitted to request permission to hold any incident. The terminology "request permission to hold" is not to be used.

E. Changing/ Canceling Incidents

1. The dispatcher on the channel may not lower an incident type or priority without a supervisor's approval.
 - a. The incident can only be changed to reflect a lower priority or manpower if the change is requested by an Officer on scene of the incident.
2. The dispatcher is required to read and evaluate every incident received at their respective dispatch consoles. The dispatcher will determine the appropriateness of the incident type/priority/response assigned to the incident, and if necessary, handle the incident at a higher priority/response than the incident type generates.

3. The dispatcher on the channel may not cancel any incident without a proper cancellation request, unless approval is received from the field OIC or a supervisor at ECC

F. Field Unit Status Updates/ Checks

1. The field unit has the ability to make status/location changes using their MDC. The dispatcher is ultimately responsible for assuring that the CAD reflects these changes. When the field unit advises a status or location change, the dispatcher will determine if the change has been made via MDC, and if not, the dispatcher will make the change in CAD. Correct records in CAD are paramount to Officer Safety and will be maintained correctly by the dispatcher.
2. If, after arriving on scene and investigating an incident the field unit requests a change in the incident, or requests information be added to the text, the dispatcher will comply.
3. If requested by radio, the dispatcher will provide the status of units to the field OIC.
4. All changes must be recorded correctly in CAD, it is not sufficient to maintain this information on paper.

G. Queries for Field Units

1. The inquiry channel will be utilized by field units for routine queries.
 - a. If an officer requests a query from the primary channel the dispatcher will assume there is an officer safety issue requiring the officer remain on primary and will process the request.
 - b. When giving returns on the channel the dispatcher will simply state "no wants" or "signal 30". If additional

information is required the officer will request it be broadcast. When giving the code "signal 30" on the air do not add additional information such as the suspect's name. The code is meant to ensure officer safety by advising the officer of a warrant without alerting others that are in close proximity to their radio.

- c. Dispatcher will advise field units of any "hot hits" received via Open Query.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 3.2

Effective: 06/25/12

Use of Primary, Car to Car, and Tactical Channels

Policy:

Employees of the ECC shall utilize the dispatch channels for professional purposes and abide by the procedures governing their usage

Procedure:

A. During periods of normal district operation, radio traffic between field units and the dispatcher will be conducted on the primary channel

B. The Car-to-Car Channel (Channel B) or the Tactical Channel (Channel C) will be utilized solely by field units.

1. Communication between the dispatcher and field units will not take place on the Car-to-Car Channel except in circumstances where a field supervisor has directed a critical incident be moved to Car-to-Car.

a. a. If a field supervisor directs an incident be moved to a separate channel, the dispatcher will advise the field units to standby while Communications staffs the channel. The dispatcher will then inform the bridge supervisor who will coordinate.

2. In instances where a field unit requests the dispatcher switch to Car-to-Car or Tactical, the dispatcher will politely inform the unit they are unable and offer to assist them on primary.

3. If a unit is attempting to speak with the dispatcher on the Car-to-Car or Tactical channels without first advising they are doing so, the dispatcher will instruct the car to switch back to the primary channel before handling their radio traffic.

4. Some exceptions can be made in instances where time-sensitive and confidential information must be exchanged between the dispatcher and a unit that does not have access to an MDC, provided the dispatcher is able to accept the information on Car-to-Car.

5. No emergency transmission overheard on any channel may be ignored.

C. Transmissions on any channel will be for formal business purposes and will be kept professional at all times.

Channels Controlled by Outside Agencies

A. ECC personnel may monitor channels controlled by outside agencies via handheld radio.

B. Dispatchers are not to key up on channels controlled by outside police agencies.

1) Information which is emergent in nature and/or which may impact officer safety should be relayed to outside agencies via All County Broadcast in accordance with ECC Policies and Procedures.

2) Information which is not emergent in nature but which must be disseminated to outside agencies will be relayed via the callback position.

3) Special circumstances which may require communication on channels controlled by outside agencies will be permitted only at the discretion of the bridge supervisor.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 3.3

Effective: 06/26/12

Simultaneous Emergencies

Policy:

When two or more emergency calls are pending on the dispatcher's screen simultaneously, the dispatcher will:

1. Tell all cars to "stand by"; there are two or more emergencies to dispatch".
2. Dispatch two units to each emergency by voice and MDC.
3. Verify each dispatched car received the run.
4. Give dispatched units any additional information on their run.

Example: "All cars stand by; I have two emergencies to dispatch. Cars 4221 and 4235 respond for a rape in progress at (location). All other cars stand by.

Cars 4451 and 4252 respond for a robbery in progress at (location). All other cars stand by.

Dispatcher: "Car 4221 did you copy the rape?"

4221: "OK"

Dispatcher: "Car 4235 did you copy the rape?"

4235: "OK"

Dispatcher: "Car 4451 did you copy the

robbery?"

4451: "OK"

Dispatcher: "Car 4252 did you copy the robbery?"

4252: "OK"

Dispatcher: "Cars 4221 and 4235 additional information on your run.....
Cars 4451 and 4252 additional information on your run....."



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 3.4

Effective: 06/25/12

DISPATCHING - DIFFERENTIAL POLICE RESPONSE

Information:

A Code Zero occurs when there are no patrol units available in a district, whether incident(s) are being held or not.

The terminology "request permission to hold" will not be used. The dispatcher is not permitted to use this terminology.

Policy:

Emergency Communications Center (ECC) personnel will be knowledgeable of Differential Police Response.

Procedure:

A. Handling Priority Runs (any color except purple)

1. On priority incidents, the dispatcher will immediately dispatch the run to the closest available unit(s).
 - a. Call the unit number(s) and wait for the unit(s) to respond.
 - b. Dispatch the unit(s) giving the nature of the incident, the location, and all information provided in the text of the incident that is pertinent to police response.

- 1) The dispatcher will relay location and all pertinent information twice to non-MDC equipped units.
 2. When the district is Code Zero and incidents are being held, the dispatcher will immediately advise a field supervisor.
 - a. The field supervisor will advise whether to hold the incident(s) or how to proceed.
 - b. The dispatcher will note in the text of each incident, the field supervisor's car number who advised an incident be held.
 3. When there is only a single officer unit available and the dispatcher is holding any incident requiring a two-officer response, the dispatcher will advise a field supervisor of a Code Zero, only a single officer unit available.
 - a. Dispatchers will not dispatch a single officer unit on any incident that requires a two-officer response unless directed to do so by a field supervisor.
 - b. If a single-officer unit advises the dispatcher that he is "35" on a waiting incident that requires a two-officer response, the dispatcher will immediately dispatch a cover unit if one is available, or advise the single officer unit that there is no cover car available.
- B. Handling Non Priority Runs
1. On non priority incidents, the dispatcher

will:

- a. Call the unit number(s) and wait for the unit(s) to respond.
 - b. Dispatch the unit(s) giving the nature of the incident, the location and all information provided in the text of the incident that is pertinent to police response.
 - 1) Incidental information not related to the safety of the responding units may be obtained from the MDC by the responders.
 - 2) The incident will be sent via CAD to the MDC of the responding unit(s).
 - 3) The dispatcher will relay location and all pertinent information twice to non-MDC equipped units.
 - c. Non Priority incidents must be dispatched as soon as the beat car is available.
2. On lower priority incidents, if the respective beat car is not available, the run may be held without supervisor notification, as follows:
- a. The incident may be held for the beat car until the timer expires. If the beat car becomes available the dispatcher will dispatch the holding incident.
 - b. Upon expiration of the timer, if the beat car is still unavailable, the dispatcher will redirect the incident to PC01 (call-back position). The

timer will be reset.

- c. If the timer expires a second time on a waiting incident, the dispatcher will either:

- 1) Dispatch the nearest available unit.
- 2) If no units are available, notify the field OIC that the timer has expired a second time, including the incident type and location.

- e. When an incident is being held beyond the second expiration of the timer, the dispatcher will:

- a. Notify the field OIC at 30 minute intervals that the incident is still being held.
 - 1) Note the field supervisor's unit number in the text of the run.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 3.5

Effective: 06/25/12

Unit Contact (Officer Alert)

Policy:

Emergency Communications Center personnel will be familiar with this SOP.

Procedure:

A. Unit Contact / Officer Alert

1. The CAD system notifies the dispatcher when a unit has been on the scene of a radio run for a predetermined time.
 - a. The contact time varies depending on the incident type.
2. The dispatcher will immediately respond to this notification with a unit contact broadcast.
 - a. A "Call Alert" signal can be sent from the Gold Elite console to the officer's radio to have them return to their 'home' talk group if the Officer fails to answer on primary.
3. If the unit fails to respond to a unit contact broadcast, the dispatcher will immediately notify the field OIC.
 - a. The field OIC may direct the dispatcher to initiate an "Officer Alert".

- 1) Officer Alert will be broadcast on all channels.
 - a) Broadcast the unit number, vehicle number, location (last known), and incident type or current situation.
- 2) Two officers will be sent to the vicinity.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 3.6

Effective: 06/25/12

Traffic Stops

Policy:

Emergency Communications Center (ECC) personnel will understand this SOP.

Procedure:

A. Receiving Traffic Stops from Field Units

1. When an officer advises the Dispatcher of a traffic stop, the Dispatcher will immediately enter the information into the CAD system and perform a query on the vehicle license plate.
 - a. Vehicle query returns will include **Color, Year, Make/model, Body** (2 door, 4 door, etc.) **and License** (include expiration).
 - b. If there are no wants on the vehicle, the dispatcher will advise "no wants".
 - c. If a partial VIN match returns when the Dispatcher performs the query on the vehicle license plate, the Dispatcher will either:
 - 1) Compare the complete VIN on the vehicle registration to the license plate provided by the officer, or
 - 2) Advise the unit to switch to CH16 for VIN clarification.

- d. If a hit is returned on the license plate query, the Dispatcher will inform the officer of a "signal 30X" (indicating an unconfirmed want is attached to the plate). The Dispatcher will also give the letter F (felony), M (misdemeanor), T (traffic) or V (vehicle). Dispatchers will not give the name of the wanted person, or additional want information over the air unless requested.
2. If the Dispatcher receives a wanted hit and the unit requesting is a single officer unit, the Dispatcher will direct another unit to meet the officer.
3. Dispatchers will not add any information received from a query to the incident.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 3.7

Effective: 06/25/12

Pursuits - Foot / Traffic (Vehicle)

Policy:

Emergency Communications Center (ECC) personnel will be familiar with this SOP regarding pursuit incidents.

Procedure:

A. Foot Pursuits

1. When an officer advises the Dispatcher of a foot pursuit, the dispatcher will determine:
 - a. Location
 - b. Description of suspect
 - 1) Armed with weapon(s)?
 - c. Reason for pursuit
 - d. Direction
2. The Dispatcher will immediately notify a field supervisor of the pursuit circumstances and relevant information.
3. Copy and relay updated progress of the pursuit, broadcasting the information to adjoining districts, or ACB if the pursuit is close to neighboring jurisdictions.

B. Traffic Pursuits

1. The Dispatcher will immediately notify the initiating pursuit unit's supervisor

- a. If the unit's supervisor is not available, a district supervisor where the pursuit began will be notified and will be the pursuit OIC.
2. The Dispatcher will notify the ECC OIC of the unit number and district involved.
3. The pursuit Dispatcher will notify other districts/jurisdictions via multi channels or All County Broadcasts if the pursuit nears other district or jurisdictional boundaries.
 - a. Pursuits leaving the initiating district will switch to the district dispatch channel in which the pursuit is active, after the direction of travel has been established
 - b. When pursuit radio traffic switches "active" channels, the "new" dispatcher will, as soon as possible, identify via channel broadcast, the pursuit OIC, primary and secondary units.
4. The Dispatcher will continually broadcast updated information regarding the pursuit as it is obtained.
5. The Dispatcher will immediately broadcast information received about the intent and location for use of Stop Sticks during a pursuit.
6. Outside Agency pursuits into Cincinnati
 - a. The dispatcher will notify the appropriate district OIC
 - b. The dispatcher will broadcast the pursuit and its progress.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 3.8

Effective: 06/25/12

Quadrants and High Profile Perimeters

Policy:

Emergency Communications Center (ECC) personnel will be familiar with this SOP regarding quadrants and high profile perimeters.

Information:

A quadrant is a method of dividing a search area into four geographical parts and assigning police units to each part for a thorough search for a suspect.

Quadrant centers are intersecting streets nearest the location of the offense or the intersection where the suspect was last seen.

A High Profile Perimeter is a method of surrounding a suspect's assumed location with vehicles using lights and sirens to force the suspect to remain still until located by K9 track.

Procedure:

A. Use of the Quadrant

1. Quadrants are only established at the direction of the field supervisor.
 - a. The dispatcher will assign units to:
 - a) Northeast Quadrant = NE
 - b) Northwest Quadrant = NW
 - c) Southeast Quadrant = SE

d) Southwest Quadrant = SW

2. Quadrants are terminated at the direction of the field supervisor.

a. Quadrants will be terminated through the use of:

1) Signal 88 - no apprehension

2) Signal 89 - apprehension

B. High Profile Perimeters are established and terminated at the direction of the field supervisor.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 3.9

Effective: 06/25/12

All County Broadcast (ACB)

Policy:

Emergency Communications Center (ECC) personnel will understand the proper use of the All County Broadcast.

Procedure:

A. Handling the ACB:

1. Initiate an ACB for:
 - a. Any POHELP or FOHELP incident
 - b. Holdup Alarms at Financial Institutions
 - c. Serious crimes occurring or just occurred near other jurisdictions
 - 1) The dispatcher will assure that Northern Kentucky agencies are also notified by phone if the broadcast information pertains to those jurisdictions
 - d. In situations when the suspect is known to be headed to another jurisdiction
 - e. When there is a good physical description of the suspect or vehicle involved in the offense of a serious crime
 - f. When specifically requested by a field unit investigating an offense.

2. Disabling an ACB:

- a. Normally, incoming All County Broadcasts will not be disabled prior to the information being relayed one time.
- b. If a critical situation is active on the channel, the ACB may be disabled:
 - 1) POHELP/FOHELP
 - 2) Ongoing Traffic or Foot pursuit
 - 3) Unit on scene with a subject at gunpoint
 - 4) Any transmission of an emergency nature from an officer

3. Transmitting the ACB:

- a. Use room alert bell to advise other dispatchers of broadcast.
 - 1) The room alert bell is not needed prior to POHELP/FOHELP broadcasts
- b. Select ACB button, listen for tones to finish, select Mute, depress pedal
- c. Begin broadcast
 - 1) "Attention all cars, all departments, all county broadcast."
 - a) EXCEPT FOR POHELP/FOHELP BROADCASTS, these broadcasts should begin immediately after the tones with "Officer needs assistance" giving location, neighborhood or at least police district



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 3.10

Effective: 06/25/12

NORTHERN KENTUCKY RADIO PROTOCOL

Purpose:

To achieve communications interoperability with Northern Kentucky dispatch agencies adjacent to Cincinnati.

Policy:

Emergency Communications Center (ECC) personnel will assist Northern Kentucky dispatch agencies with incidents beginning in their jurisdictions and entering Cincinnati. ECC will also alert appropriate Northern Kentucky dispatch agencies of incidents beginning in Cincinnati and entering into the respective Northern Kentucky jurisdictions.

Information:

To facilitate communications interoperability, Cincinnati Police Department has loaned 800MHz radios to Campbell County and Covington dispatch centers.

Procedure:

- A. Incidents beginning in the City and entering Northern Kentucky jurisdictions:
 - 1. Initiate an all county broadcast describing the incident and/or subject(s) involved noting "Special Attention Northern Kentucky Units".
 - 2. Follow up the broadcast with a telephone call to the affected Northern Kentucky jurisdiction.

B. Incidents beginning in Northern Kentucky and entering the City:

1. The Northern Kentucky dispatch agency will switch to the affected City channel and identify their agency as follows:

Campbell County Dispatch Center to
District Two Dispatch

Covington Police Dispatch Center to
District One Dispatch

2. If an emergency situation is occurring on the affected channel, the dispatcher will ask the requesting Northern Kentucky dispatch agency to stand by until the actual emergency portion of the incident is resolved.
3. If no emergency situation exists, the dispatcher will acknowledge the requesting Northern Kentucky agency.
4. The Northern Kentucky agency will then provide a broadcast describing the incident and/or subject(s) involved.
5. The affected channel will dispatch units and/or supervisors to the area as necessary.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 3.11

Effective: 06/25/12

RAILROAD POLICE RADIO PROTOCOL

Purpose:

To achieve communications interoperability with area railroad police officers.

Policy:

Emergency Communications Center (ECC) will assist area railroad police with emergency situations within their respective rail properties.

Information:

To facilitate communications interoperability, Cincinnati Police and Fire Departments have entered into an agreement with Norfolk Southern and CSX rail companies which will enable them access to the 800 MHz system. These agencies are comprised of commissioned police officers that primarily take care of matters involving operation of their respective rail lines but are also in a unique position to assist responding fire and police units in the event of a rail emergency or disaster such as a tanker car leak or to merely shut down railroad intersections.

Procedure:

- A. Should one of these officers need to issue a broadcast, they will come on the appropriate channel identifying their unit by Railroad Company and their identity. For example:

"Norfolk and Southern Railroad Agent Jones on Police Channel 3"

- B. Normally, the railroad officers will utilize the radio only in the case of emergency or when assisting fire and or police units. Should they need to conduct railroad operations on any particular channel, they will contact the ECC for channel assignment and monitoring if necessary. Should they request utilization of Hamilton County Mutual Aid Channels, they will be advised to first obtain permission and channel assignment from the Hamilton County Communications Center.
- C. The railroad officers, however, are not permitted to have access to LEADS, RCIC, or NCIC information and therefore will not have access the CPD inquiry channel



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 3.12

Effective: 06/25/12

Radio Stuck on the Air

Purpose:

Understand situations will arise when a unit's radio will stick open on the air and know how to resolve it.

Procedure:

- A. Radio Stuck on the Air
 1. When a transmitter is stuck on the air, the dispatcher will:
 - a. Put out a general broadcast "attention all units on channel ___, there is a radio stuck on the air"
 - b. Based on Gold Elite activity logger, send MDC message to previous three (3) units advising their radio may be stuck on the air.
 - c. The 800 MHz system's portable radio is programmed to timeout after 60 seconds on air.
 - 1) This will clear the stuck radio.
 - d. If the stuck radio continues to be a problem, the operation may be switched to "car to car talk group B" (e.g., Channel 1B) at the direction of the field supervisor.

- 1) The dispatcher who switches his/her units to B will monitor A on a handheld radio.
- 2) Notify the ECC supervisor.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 3.13

Effective: 06/25/12

MENTALLY IMPAIRED VICTIM RESPONSE

Definitions:

MHRTV Victim is mentally impaired - violent
MHRT Victim is mentally impaired - non-violent
SUIC Victim has attempted to commit suicide
MENTF Person ill or injured

Purpose:

There are various issues that need consideration when attempting to classify a dispatch run for persons who may potentially be mentally impaired. In some cases the assistance of the Mobile Crisis Unit (MCU) may be of great value.

Policy:

To effectively provide service to victims that are mentally impaired.

Procedure:

A. Determining Incident Type

1. When determining the correct dispatch code for the request for service, the following should be taken into account:
 - a. The incident type of SUIC is to be used for a person who has attempted suicide.
 - 1) This type requires the dispatch of MHRT officers.
 - b. The incident type of MHRTV should be used if one or more of the following criteria apply:

- 1) The person has been diagnosed with a mental illness.
 - 2) The person is threatening suicide.
 - 3) The person is threatening to harm others.
 - 4) The person is exhibiting violent behavior that represents a substantial risk of physical harm to themselves or others.
 2. If a Mobile Crisis Unit or caseworker requests police response for the purpose of transporting a subject to University Hospital PES, the call taker will determine through interview if the subject is currently violent or non-violent. The incident will be coded as:
 - a. MHRT - If the subject is non-violent.
 - b. MHRTV - If the subject is violent.
- B. Duties of the call taker:
1. The call taker will use the following guidelines in questioning the caller:
 - a. Has the person in question been diagnosed with a mental illness?
 - b. If so, what is that diagnosis?
 - c. Is the person on medication?
 - d. If so, what is the medication and has the person been taking it?
 - e. Does the person have a case manager?
 - f. Is the person exhibiting behavior that is violent in nature or suggesting an act of danger to themselves or others?
 - g. Determine if medical response is also needed and create a combined incident for medical response.
- C. Duties of the Dispatcher:
1. MHRTV Incidents:

- a. The dispatcher will immediately identify the MHRT trained officers in the affected district.
 - 1) If two MHRT officers from the affected district are available, the dispatcher will dispatch those officers and a field supervisor.
 - 2) If there is only one MHRT officer available in the affected district, the dispatcher will dispatch that unit with an appropriate cover unit and a field supervisor.
 - 3) If there is not an MHRT officer available in the affected district, the dispatcher will immediately dispatch two available officers and advise a field supervisor.
 - 4) Even if the MCU is on scene or responding, dispatch of the incident will follow the listed procedures above.

2. MHRT Incidents:

- a. The dispatcher will immediately identify the MHRT trained officers in the affected district.
 - 1) If two MHRT officers from the affected district are available, the dispatcher will dispatch two of those officers and a field supervisor.
 - 2) If there is only one MHRT officer available in the affected district, the dispatcher will dispatch that unit with an appropriate cover unit.
 - 3) If there is not an MHRT officer available in the affected district,

the dispatcher will immediately
dispatch two available officers.

- b. If an MHRT trained officer is not
available the dispatcher will
immediately advised the field
supervisor.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 3.14

Effective: 06/25/12

3SI Electronic Satellite Pursuit (ESP) Alarm

Definitions:

ESP - A real-time robbery detection asset and tracking system

Device - An integrated cellular phone with a high sensitivity Global Positioning System (GPS) receiver and beacon transmitter.

Install Device - A device that has been assigned to a new location in the last hour and has not been on continuously for more than 10 minutes. After being on for more than 10 minutes the device is considered suspect and being such is listed as "active".

Policy:

No mention will be made of the 3SI ESP technology on the radio, nor make any reference to it. In all cases refer to the device as the "Package".

Department members will not divulge any information or issue any record regarding the use of this system.

Information:

Emergency Communication Section personnel are familiar with the current system used by financial institutions to include a dye pack with money taken in robberies. GPS is the next generation of this technology. An electronic chip secreted inside a money pack will be included with money taken in a robbery. This chip is tracked by satellite and its location relayed to various Public Safety Answering Points (PSAP) in the region that have the technology. Battery life of the device is about 4 hours, and therefore contact is possible for this amount of time.

Each device is hidden inside a stack of hollowed out money. The device is mounted on a magnetic plate. Lifting the device off the magnetic plate will activate it and immediately starts sending data to the 3SI server. An audible alarm will ring on enabled PCs.

In adverse conditions the ESP may only locate a device within 50 or 100 meters. Law enforcement officers equipped with a handheld receiver will assist in pinpointing the device's location. A handheld receiver is located at each district and CIS.

Records regarding the use of this technology are exempt from the Public Records Act as "Investigatory Techniques or Procedures."

System Operating Information

A. 3SI Security Systems Tracker Initialization:

1. Power up your PC.
2. Start Microsoft Internet Explorer.
3. Access 3SI Security Systems Tracker
<https://www.3SI.geotrax.com/tracker>
 - a. Prompt for "User Name" and "Password"
 - b. A small window will appear on the screen.
 - c. Leave "Active Devices" open on the desktop.
 - 1) Insure the "Audible Alert" box is checked.
 - 2) Alarm will sound approximately once every six seconds when there is activation.
 - a) Un-checking this box could result in an activation going unnoticed.

4. The "Active Devices" should remain on the desktop.
 - a. If activation is detected, the "active devices" will pop up on the screen.
5. Active Device Icon indicates:
 - a. A device has been activated.
 - b. A device is transmitting location information to the 3SI server.
 - 1) If more than one robbery is occurring, each active device will be displayed in the window.
6. Active Device Icon is:
 - a. White exclamation point inside a RED circle.
 - 1) Server has received location data within the last minute.
 - b. White exclamation point (without circle).
 - 1) If there has been more than 60 seconds since last location update.
 - c. Question Mark
 - 1) Server received location data more than 10 minutes ago, but less than 24 hours.
7. Installation Icon is:
 - a. Lightning Bolt
8. To view its location, click on the device you wish to track. The 3SI main web page will appear.

Procedure**A. GPS Computer Inspection:**

1. The Emergency Communications Center (ECC) OIC will check the GPS computer at the beginning of each tour of duty to insure

the program is connected and running properly and the audio is audible. Indicate on the Daily Lineup in the "Rounds Section" this has been done.

2. The Night Shift supervisor will log off and log back on the system each night between 0400 and 0500 hours.

B. GPS Computer Alert Activation:

1. The ECC supervisor will:

- a. Coordinate the Inquiry Channel and primary channel dispatchers' response.
- b. Direct an Emergency 911 Operator to contact the financial institution and follow the Uniformed Financial Institution Robbery Alarm Response procedure.
- c. Issue General Information Page.

2. The Inquiry Channel dispatcher will:

NOTE - If this position is not staffed, the CIN1 operator will be responsible for these tasks.

- a. Observe the computer display and determine which financial institution is involved.
- b. Use the "REFRESH" icon to assure the most recent alarm is being viewed.
- c. Inform all units on the Inquiry Channel to "Stand by unless they have an emergency".
- d. Enter a HOLDUP incident in the Premier CAD for the financial institution.
- e. Determine if the "Package" is at the financial institution or is moving.
 - 1) If the "Package" remains stationary at the financial institution

- a] Supplement this information to the Premier CAD incident.
- 2) If the "Package" has left the financial institution and is moving,
 - a] Supplement updated locations of the "package", as they appear on the computer, to the Premier CAD incident until the "package" has been located or the signal is lost.
- 3. The dispatcher on the channel involved will:
 - a. Immediately broadcast the HOLDUP via All County Broadcast (ACB).
 - b. Assign units to respond.
 - c. Broadcast all supplement information on the "Package" provided by the Channel 16 dispatcher.
- 4. The call taker will:
 - a. Contact the financial institution and follow the Uniformed Financial Institution Robbery Alarm Response procedure.
- C. "Package" Leaving / Coming into the City
 - 1. Dispatching the 3SI ESP "package" location will follow Department Procedure with regard to crossing district or jurisdictional lines, including when/if to move from one radio channel to another.
 - a. If the "Package" leaves City jurisdiction:
 - 1) The dispatcher will:
 - a) Continue to broadcast updated locations for City units until radio contact with them is lost.

- b) Insure that jurisdictions in the path of the "package" are notified, via ACB, of the approach to or presence in their area.
 - 2) The Supervisor:
 - a) Contact the outside jurisdiction's dispatch center and determine if they desire to assume responsibility for tracking.
 - b) If that agency does not have tracking capability, offer them the CPD "user name" and "password". Advise them that upon completion of the track CPD will change the password.
 - 2. In the event a "Package" is tracked by an outside agency into Cincinnati, the outside agency will remain responsible for the track and serve as the primary unit unless responsibility is relinquished to Cincinnati Police Department personnel.
 - a. The appropriate ECC dispatcher will broadcast the track and its progress.
 - b. If the outside agency is not part of the CPD 3SI system, the ECC Supervisor will contact that agency's dispatch center and request the "user name" and "password" for the purpose of following the track.
- D. GPS Computer Failure
- 1. In the event the GPS computer fails, Hamilton County Communications Center will broadcast the alarm and provide location updates.
 - a. If Hamilton County's GPS computer fails, ECC will broadcast their alarm and provide location updates via ACB.
 - 2. ECC retains dispatch responsibility for city units as Hamilton County maintains responsibility for county units.

3. Department and Section procedure will apply in handling remaining aspects of the incident.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 3.15

Effective: 06/25/12

Code Red (Emergency Signal)

Policy:

Emergency Communications Center (ECC) personnel will understand how to handle a Code Red situation.

Procedure:

A. Handling the Code Red (Emergency Signal)

1. When ECC receives an emergency signal, either by radio or MDC, the dispatcher will:
 - a. Immediately make two attempts to raise the unit by radio with the unit number and Code Red, e.g. "Car 5211 Code Red, Car 5211 Code Red."
 - 1) If the unit is signed on to an MDC, the dispatcher will also send a message to the MDC.
 - b. If the unit responds that the activation of the emergency button was in error, ECC will take no further action.
 - c. If the officer responds and indicates the need for assistance, the primary channel will handle the incident as a POHELP broadcast.
 - 1) If there is no response on the primary channel from the officer, the dispatcher will broadcast the Code Red on all Cincinnati channels

- d. If unable to contact the unit after calling the unit number and Code Red, the dispatcher will:
 - 1) Immediately send a supervisor and two officers to the last known location of that unit.
 - 2) If the location is not known, the dispatcher will contact the officer's supervisor, who will determine how to handle the situation.
 - 3) If the officer is off-duty, the dispatcher will notify the officer's District/Section/Unit OIC for follow-up.
 - a) Notify the ECC OIC also.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 4.1

Effective: 06/25/12

CIN1 GUIDELINES

References:

***Association of Public Safety Communications
Officials (APCO) Standards***

Purpose:

Establish a definite guide and procedure for processing requests received by the CIN1 Operator.

Policy:

Emergency Communications Center (ECC) personnel are responsible for complying with established CIN1 procedures.

Procedure:

- A. CIN1 Operators should be familiar with and utilize the manuals that govern their duties.
- B. CIN1 Operators should constantly monitor their work stations and process all tasks in a timely manner.
- C. CIN1 Operators should be willing to assist the Inquiry Channel Operator when able and follow all guidelines as they relate to radio etiquette.
- D. CIN1 Operators should ensure the accuracy of their work product.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 4.2

Effective: 06/25/12

Teletype GUIDELINES

References:

***Association of Public Safety Communications
Officials (APCO) Standards***

Purpose:

Establish a definite guide and procedure for processing requests received by Teletype Operator.

Policy:

Emergency Communications Center (ECC) personnel are responsible for complying with established Teletype procedures.

Procedure:

- A. TTY Operators should be familiar with and utilize the manuals that govern their duties.
- B. TTY Operators should constantly monitor their work stations and process all tasks in a timely manner.
- C. TTY Operators should ensure the accuracy of their work product and fill out all necessary forms completely and accurately
- D. TTY Operators are required to keep all records organized and utilize accepted filing practices



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 4.3

Effective: 06/25/12

COMPUTERIZED MANUALS USED BY THE CIN1 AND INQUIRY OPERATORS

References:

Regional Crime Information Center (RCIC) Manual
Law Enforcement Automated Data Systems (LEADS)
Manual
National Crime Information Center 2000 Manual
National Crime Information Center Code Manual

Purpose:

Familiarize Emergency Communications Center (ECC) dispatch personnel with the availability of manuals accessible on the RCIC web site.

Policy:

The ECC CIN1 operator is responsible for insuring the proper codes are used when entering stolen/lost license plate(s) and vehicles into the RCIC, LEADS, and NCIC data bases. The above manuals will be used in verifying this information.

Information:

LEADS and NCIC no longer publish paper updates to their manuals. Updates are now received at RCIC electronically and placed on the RCIC web site for use by agencies within Hamilton County. All current printed versions of these manuals have been removed to ensure the latest information is available to CIN1 and Inquiry Channel Dispatchers.

Procedure:

- A. To access electronic manuals used at the CIN1 or Inquiry channels:
 1. Log into the Internet Explorer from the RCIC computer desk top. It is pre-set to go to the RCIC Password page.

2. On the top task bar, click on the "Home" page.
 3. Click onto the manual that you need to see.
 - a. CLEAR is the current RCIC manual.
 - b. LEADS manual is not compatible in its direction to the RCIC system.
Dispatchers and Clerk-Typist personnel have been trained in the few "LEADS direct" queries that can be accomplished on an RCIC terminal.
 - c. NCIC User's is the administrative regulations manual.
 - d. NCIC Code Manual is a listing of the various codes used in the process of entering vehicles into the data base.
- B. A sample of a search in the NCIC Code manual is attached to the end of the Procedure.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 4.4

Effective: 06/25/12

HIT CONFIRMATIONS BY THE CIN1 OPERATOR

References:

Regional Crime Information Center (RCIC) Manual

Law Enforcement Automated Data Systems (LEADS) Manual

National Crime Information Center 2000 Manual

Purpose:

Familiarize Emergency Communications Center (ECC) dispatch personnel with the proper process of confirming the validity and timeliness of wanted records in the RCIC system.

Policy:

The ECC CIN1 operator is responsible for sending a formatted "Hit Request" or "Hit Response" on all vehicles, vehicle parts, license plate(s), boat, gun, articles, and wanted/missing persons when a police unit has received a computer hit response on a query.

Hit Request and Response formats as used in the ECLEAR/RCIC System are required to request confirmation of a positive inquiry response or respond to a request from another agency.

Data Entry Operators (DEO) at the five districts and in the Records Section will set their RCIC terminal in the "GONE" mode to the CIN1 terminal upon completion of each work day. Any messages sent to these terminals while in this mode will be echoed to the CIN1 terminal. Any request for a hit confirmation or other request for immediate response will be processed by the CIN1 Operator.

Information:

NCIC and LEADS require that all agencies which store records in their systems be responsible to confirm those records. When another agency receives a positive response to an inquiry, that agency must confirm the validity and timeliness of the record. Because of the variance of law from state to state, timely decisions are needed.

Procedure:

A. Officers processing a query on a subject they have detained may receive a computer hit from a police agency indicating that they are wanted for a specific law violation.

1. If the computer hit is from an agency within Hamilton County the district desk personnel will contact the Hamilton County Records Section by telephone to verify the "want" on the record.

2. If the computer hit is from an agency outside of Hamilton County the CIN1 dispatcher must send a Hit Confirmation Request to that agency requesting confirmation of the computer hit.

a. Requests to agencies outside of Hamilton County must have the priority for response set by the circumstances of the request.

(1) If the request is part of a traffic stop; subject stop; or entered vehicle, the request should be marked urgent to advise the responding agency that the request is desired within 10 minutes.

(a) If a request is sent and not answered within ten minutes, the CIN1 operator should resend the request with the ORI of LEADS Security (OHLEADSCY) included. This should be repeated at ten minute

intervals. The request should be updated to read "second, third, etc" request.

- (2) If the subject is in custody or the vehicle has already been towed, the request may be marked routine to represent the situation and to advise they must respond within one hour.

- (a) If a request is sent and not answered within one hour, the CIN1 operator should resend the request with the ORI of LEADS Security (OHLEADSCY) included. This should be repeated at one hour intervals. The request should be updated to read "second, third, etc" request.

- B. Requests from agencies outside of Hamilton County must be answered within the time set by the priority code on the request. Confirmation requests marked urgent must be responded to within ten minutes. Confirmation requests marked routine must be responded to within an hour.

1. If a request is received, one of the following three actions is required within the ten minute limit:
 - a. Confirm the record as current and valid. (The "Confirmation Response Screen" must be used.)
 - b. Respond that the record is either not valid, does not adequately match the subject or article requested, or is no longer sought.
 - c. Neither of the above can be stated at this time, but will be answered at a

stated date and time.

2. Failure to do one of the three can result in a complaint which must be answered by the negligent agency.
- C. During the period that the District and Records Section DEO terminal is being forwarded to Communications, the CIN1 Operator will:
1. Call the district front desk to determine if they are able to obtain the report from the file and confirm the status of the gun or article.
 2. If the desk officer is not able to confirm ask when the next day and hour the DEO office will be open.
 3. If the district desk officer is unable to confirm and/or send the response message, the message will be sent by the CIN1 operator advising that PCS can not confirm at this time. The message will indicate that a response will be sent within the number of hours specified by the desk officer.
 - a. Include the DEO ORI on the response message.
 4. Requests for information from Records Section will be answered by CIN1 giving the date and time the Records Section office will open for business.
- D. Requests for a missing person, wanted person or verification of a protection order are processed by the Criminal Investigations Section (CIS). CIN1 Operators will provide assistance to the CIS desk person in sending a request or response. If necessary, CIN1 will send the message for CIS.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 4.5

Effective: 06/25/12

FATAL AUTO ACCIDENT REPORTING TO THE OHIO DEPARTMENT OF SAFETY

References:

Regional Crime Information Center (RCIC) Manual

Purpose:

The Ohio State Highway Patrol (OSP) has requested each police department submit information on fatal auto accidents to OSP General Headquarters for forwarding to the Ohio Department of Safety.

Policy:

This information will be called in to the Emergency Communications Centers CIN1 Operator by either the District Supervisor or Traffic Unit Supervisor.

Procedure:

A. Fatal Auto Accident Reporting Process

1. Upon receiving the information from the District/Traffic Supervisor the CIN1 dispatcher will complete the format and forward to OSP.
 - a. The format is located in the RCIC/ECLEAR system under OFR (Ohio Fatal Report).
2. Fill in the format following the guidelines outlined in the format.
3. A copy of the fatal report is to be filed in the "SENT" message folder at CIN1



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 4.6

Effective: 06/25/12

PROCESSING ENTERED VEHICLE (EV) AND RECOVERED VEHICLE (CV) ENTRIES

References:

Regional Crime Information Center (RCIC) Manual
Law Enforcement Automated Data System (LEADS)
Manual
National Crime Information Center 2000 (NCIC)
Manual
National Crime Information Center Code Manual

Policy:

The CIN1 dispatcher is responsible for placing information on Lost, Stolen, or Unauthorized Use of a motor vehicle or license plate(s) into the RCIC, LEADS, and NCIC systems.

Procedure:

- A. Stolen or lost vehicles and license plates
 - 1. The CIN1 dispatcher will process all reports of stolen vehicles, and lost or stolen license plates by doing the following:
 - a. Check all work received from officers and teletype for completeness and accuracy
 - 1) Ensure that documentation exists for proof of ownership, and that all information (license, VIN number, etc) is correct
 - 2) See RCIC manual for checklist
 - b. Enter the information into RCIC, LEADS and NCIC.
 - c. Information will be coded according to

NCIC codes for vehicles and license plates as found in the NCIC Code Manual.

- d. **Type code** will be as described in the RCIC manual section 7.1c.
 - 1) Unauthorized Use will be entered as type 3
 - 2) Lost plates will be entered as either type 1 (one plate of a set of plates) or type 2 (complete set of plates/temporary plate).
- e. **Remarks** will be added in the following circumstances
 - 1) Only add remarks that add to the description. Do NOT add remarks which repeat data in the entry such as 'DEALER PLATE' or 'FORD VAN'.
 - 2) Lost plate: remarks will be added "LOST FRT PLT" or "LOST REAR PLT" or "LOST PLATE SET" as indicated
 - 3) Stolen plates will get "STOLN REAR PLT" or "STOLN FRT PLATE" or "STOLN PLATE SET" as indicated
 - 4) Unauthorized Use entries will get "UNAUTH USE" as the first words in remarks
 - 5) Entries such as 'GUN USED IN OFFENSE' or 'AUTO ROBBERY' must be used where indicated
- f. **Teletype:** send larceny message to DIST group
- g. **Broadcast:** deliver information to channel for broadcast
- h. **Filing (See Section V. Miscellaneous for details.)**
 - 1) File card in cabinet according to ECC SOP.
 - 2) Post printout on EV board

- 3) Place 303, registration, EV printouts, and teletype message in the top bin for pickup and review

B. Recovered vehicles and license plates

1. CIN1 will process all reports of recovered vehicles and license plates by doing the following:
 - a. Check all work received from officers and teletype for completeness and accuracy
 - b. Cincinnati recovers its own larceny:
 - 1) Cancel the entry in RCIC, LEADS and NCIC using the formats provided in the utility file or the FR/CV format.
 - 2) Send a teletype A/DIST with recovery info
 - 3) File 303, computer cancellation, and message in the bottom bin for review
 - 4) Have cancellation broadcast by the dispatch channel.
 - c. Cincinnati recovers a vehicle/plate for another agency:
 - 1) Send a hit confirmation message.
 - 2) Upon receipt of a confirmation, send a "Locate" message.
 - 3) Send a message to originating agency with details of the recovery.
 - a) If information is initially available, send as text of the Hit Request message.
 - 4) Send a teletype to A/DIST with recovery information.

- 5) File 303, hit request and confirmation message, Locate message, and A/DIST message in the bin for review.
- d. Cincinnati larceny is recovered by an outside agency.
- 1) Respond to the hit confirmation request.
 - 2) Give recovery message to teletype for processing.
 - 3) Check information for accuracy when you get it back from teletype.
 - 4) Cancel the entry in RCIC, LEADS and NCIC using the formats provided in the utility file or the FR/CV format.
 - 5) Send a district administrative message (A/DIST) with recovery information.
 - 6) Send a copy of the 303, hit request and confirmation message, locate message, and the District Administrative message to the auto theft investigator in the district of theft and the Criminal Investigation Section (CIS) auto theft investigator.
 - 7) File the 303, hit request and confirmation message, locate message, and the District Administrative message in the bin for review.
- e. Have recovered Cincinnati larcenies broadcast by the dispatch channel.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 4.7

Effective: 06/25/12

TYPE 9 (FLEEING & ELUDING) VEHICLE ENTRY AND CANCELLATION IN RCIC

References:

Regional Computer Information Center (RCIC) CLEAR System

Purpose:

Familiarize Emergency Communications Center (ECC) dispatch personnel with the proper process of entering or removing a vehicle wanted for "Use of a Motor Vehicle in Failure to Comply with Order or Signal of a Police Officer" records in the CLEAR system.

Policy:

The ECC Teletype Clerk is responsible for processing a "Cincinnati Police Department (CPD) Motor Vehicle Incident Report (Form 303)" or a "Vehicle Tow Report (Form 369)" received from a field officer for entry or removal of a Type 9 vehicle in the CLEAR system.

The ECC CIN1 operator is responsible for verifying the accuracy of the information and paperwork from the ECC Teletype Clerk to insure proper entry into or removal from CLEAR of a vehicle wanted under CPD 12.535 for "**investigation of the criminal offense of fleeing and eluding**" a police officer.

The ECC CIN1 operator is responsible for sending a properly formatted "Hit Response" on all vehicles located outside the city limits.

The Inquiry Channel Operator is responsible for proper request of a wrecker for towing a vehicle listed in CLEAR and the documentation on the CINCOM4 Wrecker Request Card and entry into the Computer Aided Dispatch (CAD) system. Vehicles located outside the city limits will be towed by

the next rotation wrecker from the district closest to the recovery agency.

Information:

Cincinnati Municipal Code 759-2 has been expanded to allow the Cincinnati Police Department to suspend a traffic pursuit for officer and citizen safety and enter the vehicle into the RCIC data base as a Misdemeanor Use of a Motor Vehicle (Type 9.) The Emergency Communications Center will expand its current procedures to include the processing of this information in a timely manner.

Procedure:

A. The Teletype Clerk will receive a faxed copy of the Form 303 from the field officer to enter a vehicle into CLEAR. It must be reviewed for completeness and legibility.

1. The following blocks as a minimum must be completed in order to do data entry.

a. Administrative Block

a. District Number - Of officer filing the report

b. Car Number - Of officer filing the report

c. Incident Occurred From - Time incident was entered into CAD system

d. Incident Occurred To - Time officer reported ending the pursuit

e. Report Date/Time - Time officer completed the Form 303

f. Incident Location - Address where pursuit started

b. Offense Block

1) Offense is **"Vehicle wanted for the investigation of the criminal offense"**

of Fleeing and Eluding. Hold vehicle for investigation."

2) Offense Code is "2921.33.1"

c. Vehicle Block

1) License When Stolen

2) License State

3) License Year

4) License Type

5) License Expiration - Entered into
Validation Sticker No block

6) Vehicle Year

7) Vehicle Make

8) Vehicle Model

9) Vehicle Style

10) Vehicle Color Top/Bottom

d. Narrative Block (Must show the following)

1) Officer's Last Name

2) Officer's District of Assignment

3) Reason for Vehicle Stop

- a. "Vehicle should be towed for
CMC 2921.33.1. Driver of
above vehicle fled from
(Officer's name and District)
who was attempting to stop
vehicle for (original
offense.)

e. Signature Block (Must include the
officer's employee identification number)

- f. Offense Number Block (Top right corner) - will be the RCIC mnemonic for the district/section/unit and the officer's employee identification number as one word. (i.e., DST199999)
- 2. A check for wanted status and ownership will be processed through CLEAR. The response will be printed on the reverse of the Form 303.
- 3. A CINCOM2 (Buff color) card will be completed to identify the wanted vehicle.
 - a. The Offense will be recorded as **"Investigation of criminal offense of Fleeing and Eluding. Hold vehicle for investigation."**
 - b. The CINCOM2 card will be filed in the drawer labeled as "FTC Cards"
- B. The Teletype Clerk will receive a faxed copy of the Form 369 from the field officer to cancel an entered Type 9 vehicle out of CLEAR. It must be reviewed for completeness and legibility.
 - 1. The following blocks as a minimum must be completed on the Form 369 in order to delete the data entry.
 - a. Impound File Number
 - 1) Stamp teletype number above the block
 - b. Date of tow
 - c. Time of tow
 - d. District of tow
 - e. Location towed from

f. CAD Incident number (Should be the incident number dispatching the officer to tow the vehicle)

g. Vehicle description

- 1) Year of manufacture
- 2) Make of vehicle
- 3) Model of vehicle
- 4) Type of vehicle
- 5) Color of vehicle
- 6) License Plate Number
- 7) License State
- 8) Year of license

h. Reason for Tow

- 1) Other - CMC 2921.33.1

i. RCIC Query - List RCIC Control Number

j. Towed to, Location

- 1) Impound Lot
- 2) District of Recovery

k. ECC Notified

l. Officer Signature Line

- 1) Include officer Employee ID Number

C. The CIN1 Operator will review the Form 303 or Form 369 and CINCOM2 card for completeness and accuracy prior to entering or removing from the CLEAR system.

1. The processing of the information into CLEAR will be as recorded in CLEAR and PCS Procedure 1.425.
 2. The processing of a Hit Confirmation will be as recorded in CLEAR and PCS Procedure 1.415.
- D. The Inquiry or CIN1 Operator will process the tow of the vehicle as recorded in PCS Procedures 1.445 and 1.465.
- E. The Form 303 and Form 369 will be placed in the Entered Vehicle trays upon completion. After being reviewed by the CPD/PCS Terminal Agency Coordinator (TAC) they will be filed with the current entered vehicle files in the first floor storeroom.
- F. Teletype Messages
1. Entry Message

CIN1 DIST

CINI

TTY NO: 002780 * * * VEHICLE **WANTED FOR INVESTIGATION** * * *

VEHICLE Information: TYPE:ACTIVE-MISDEMEANOR VEHICLE

MNEM:CIN1/CIN1. CTLNO:14054082. RPTNO:DST199999

LICPL:ABC123/OH/2010/PC. LICEXP:12/31.

WHENOCCUR:05/25/2010/0900.

LOC:300/CLARK/ST//CINCINNATI/OH/45214.

DTENT:05/25/2010/1000.

REMARKS:FLED TRAFFIC STOP FOR TRAFFIC VIOLATION

RECEIVED:PO SMITH #P999 DIST1

EMERGENCY COMMUNICATIONS CENTER OPER/JONES #D99

2. Recovery Message

CIN1 DIST

CINI

TTY NO: 00786 * RECOVERED VEHICLE **WANTED FOR INVESTIGATION**
*

REF TTY NO: 002780

VEHICLE Information: TYPE:INACTIVE-MISDEMEANOR VEHICLE

MNEM:CIN1/CIN1. CTLNO:14054082. RPTNO:DST199999

LICPL:ABC123/OH/2010/PC. LICEXP:12/31.

WHENOCCUR:05/25/2010/0900.
LOC:800/WELLS/ST//CINCINNATI/OH/45205.
DTENT:05/25/2010/1000. WHENREC:05/25/2010/1900.
CANCASENO:DST388888
REMARKS:FLED TRAFFIC STOP FOR TRAFFIC VIOLATION

RECEIVED:PO JONES #P888 DIST3
EMERGENCY COMMUNICATIONS CENTER/ADAMS #D88

Sample "Cincinnati Police Div. Motor Vehicle Incident
Report" attached.

Sample "Cincinnati Police Department Towing Report"
attached.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 4.8

Effective: 06/25/12

VEHICLE / PLATE (303) REPORTS - TELETYPE

POLICY:

Officers will take reports of stolen vehicles or license plates from citizens in the field. The Telephone Crime Reporting Unit will take reports of lost license plates from citizens over the telephone.

When an officer contacts teletype to report a stolen vehicle, the teletype clerk must verify that the vehicle is not listed in the CAD REPO file or in the Towed Vehicle Blotter. If listed, notify the officer telephoning in the report of the date and time the vehicle was towed. This information may affect his report.

PROCEDURE:

A. Processing Vehicle / Plate Reports

1. When teletype receives a call for a lost or stolen vehicle or plate, the clerk will:
 - a. Process a "QR (Query on Registration)" prior to ending the call.
 - 1) If the information on the registration does not match the information on the report, advise the officer the proof of ownership must be verified.
 - 2) Ask the officer to obtain additional information.

- b. If necessary, the CIN1 or CH16 operator can assist by processing a query directly to LEADS using an ATVIN, ATNUM, or ATSSN. The CIN1 operator can not enter the offense into RCIC/LEADS/NCIC without this proof of ownership.
 - c. Verify the vehicle is not listed in the CAD REPO database or listed in the Towed Vehicle Blotter.
 - d. Advise the shift Supervisor of any report that is incomplete.
2. Clerks will complete proper reports and file cards as described in the chart that follows. Listed below are a few special notes on certain reports.
- a. Unconfirmed reports - After 72 hours submit the report to the TAC Supervisor as a report "Not Completed".
 - 1) CIN1 can enter stolen vehicles by license plate even if the VIN does not conform to NCIC standards. Do not hold a report as UNCONFIRMED under these circumstances.
 - b. License Plates - Many states issue only one plate. When that plate is lost or stolen, it is considered a set of plates. A temporary license plate is considered a set of plates.
 - c. Tractor and Trailer; Boat and Trailer; and Trailer carrying automobiles, motorcycles, or any other vehicle:
 - 1) Each vehicle that has a VIN requires a separate report. e.g., if a tractor is attached to a trailer hauling 8 cars and is stolen, there would be ten reports made.

- d. Out of town thefts with our recovery.
Prepare a card indicating both the
original theft and the recovery.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 4.9

Effective: 06/25/12

BLOCKED VEHICLE REGISTRATIONS

References:

National Motor Vehicle Title System (NMVTIS)

Purpose:

Familiarize Emergency Communications Center (ECC) personnel with handling Bureau of Motor Vehicle (BMV) messages concerning inability to title vehicles with a registration block.

Policy:

The CIN1 operator will process any teletype message from the BMV requesting we verify an entered vehicle.

Information:

NMVTIS is a for-profit corporation that is working with thirteen state Bureau of Motor Vehicle agencies to attempt to stop vehicle theft/fraud. These states process a check through the National Crime Information Center (NCIC) data base to insure that the title is clear for transfer to a new owner. If the vehicle title has a block, the state BMV is advised not to continue the process and have the person with the title and vehicle respond to their local Police Department to clear up the issue.

The following states are members of this service: Arizona [AZ], Florida [FL], Indiana [IN], Iowa [IA], Kentucky [KY], Massachusetts [MA], Nevada [NV], New Hampshire [NH], Ohio [OH], South Dakota [SD], Virginia [VA], Washington [WA], Wisconsin [WI], and on a limited basis Missouri [MO].

Procedure:

- A. Processing the BMV Request
 - 1. All requests must be received via teletype message.
 - 2. Upon receiving a teletype message the CIN1 Operator will:
 - a. Process an IQV to insure the vehicle is still in the RCIC/LEADS/NCIC stolen vehicle files.
 - b. If still entered, electronically forward the BMV message to the District of theft, "Attention: Auto Theft Investigator".
 - 1) If during normal working hours attempt to contact the District Auto Theft Investigator by telephone and advise of the situation and message.
 - c. Notify the requesting BMV of the vehicle's "entered" status so they can refer the person to the respective police jurisdiction.
 - d. Print two copies of the forwarding message.
 - 1) Place a copy on the outbound message folder.
 - 2) Place a copy in the vehicle theft tray for forwarding to the Department TAC for follow-up.
 - 3. CIN1 operators should be prepared to receive a "Hit Request" from the local Police Department should a recovery be needed.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 4.10

Effective: 06/25/12

OWNERSHIP VERIFICATION

POLICY:

The teletype operator must verify the registration of the vehicle, preferably while caller is still on the phone by processing a query through RCIC, LEADS, and NCIC. Should the teletype operator have difficulties in processing, assistance should be requested from the CIN1 or CH16 dispatcher or the shift supervisor.

PROCEDURE:

A. Ownership Verification Process

1. Teletype operators will process a query for vehicle identification and/or ownership by processing the following entries in RCIC on the license plate or Vehicle Identification Number (VIN):
2. The RCIC return will be on the computer screen. The LEADS and NCIC returns will come across the printer. All three returns **MUST** be checked. If the registration does not come back to the person being reported as the owner, the teletype operator will do one of the following:
 - a. Run other queries that may return the information needed.
 - b. Request assistance from CIN1 or CH16 to run LEADS direct queries (ATVIN, ATNUM, ATSSN) – See LEADS Manual.
 - c. Advise the caller you have exhausted all searches and the vehicle does not appear to be registered to the person they show as owner. Request they

verify with the complainant the owner's name, address, and social security number.

- d. If the vehicle is being called in by a wrecker driver and the vehicle is listed as "ENTERED", advise the caller of that status. Do not give the driver any other information on the RCIC/LEADS/NCIC return. Request CIN1 or CH16 enter a dispatch so an officer can be sent to take the report.
3. If the computer systems are down, take the report and advise the caller you will call them back if there are any problems when the system returns.
 4. Tow companies that tow vehicles must call Communications Section in a timely manner (no more than 30 minutes after pulling away from location).
 - a. If the wrecker driver is calling in a group of tows, the teletype operator will process all of the tows.
 - b. If any tow occurred more than 30 minutes, or a reasonable time over 30 minutes, send an informational CAD mail message giving the name of the tow company, license plate, and time to the Technical Supervisor and they will follow up with the Impound Unit.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 4.11

Effective: 06/25/12

WRECKER DISPATCHING

Policy:

The processing of wrecker requests for dispatch is a joint function shared equally by the **CIN1** and **INQUIRY** dispatcher.

Procedure:

A. Handling the Wrecker Request

1. Requests for wreckers to be dispatched (TOW) will be received by Inquiry or CIN1 dispatchers by radio, phone, or under special circumstances by MDC message to SUP2.
2. The dispatcher will be responsible for completion of a CINCOM4 card and calling a wrecker company for any of the following requests for wrecker service from the field. Upon completion of arranging the tow, the information from the CINCOM4 card must be entered into the Computer Aided Dispatch CAD as a "REPO" Incident Report.
 - a. ROUTINE ROTATION TOWING - At the request of the officer on the scene, parking enforcement officers, or the Municipal Garage, wreckers will be dispatched in rotation based on the listing of available companies in each district.
 - b. AUTO RECOVERIES - There is one wrecker company designated for the east side of Vine Street and one company for the west side of Vine Street. Both companies have lots to store recovered

vehicles.

- c. FATAL/SERIOUS ACCIDENT - At the request of the officer on the scene, a request for a "rollback" wrecker will be sent to the scene of fatal or serious injury accidents.
- d. SPECIAL EQUIPMENT (heavy-duty, low-boom wreckers) - At the request of the officer on the scene, special equipment may be needed to complete the towing of a vehicle.
- e. MOVE ONLY TOWING - At the request of the officer on the scene, the moving of a vehicle to another location in lieu of impounding the vehicle. The officer is responsible for getting approval to MOVE ONLY from his supervisor prior to requesting the dispatch of a tow truck. When dispatched, the tow truck may be given up to four vehicles to move during day hours / five vehicles at night. If another vehicle is to be included in the towing, another tow company must be dispatched.
- f. NIGHT TIME IMPOUNDMENT -Normally, vehicles being towed when the Impound Lot is closed will be towed to the district of occurrence. The Impound Lot will make arrangements on the following work day to have the vehicle towed from the District to the Impound Lot.
- g. HEAVY DUTY WRECKERS - A separate rotation list of heavy duty wreckers is maintained to be dispatched on a city wide rotation. The officer requesting a tow truck needs to specify when a heavy duty wrecker is needed.
- h. USE OF A MOTOR VEHICLE IN FAILURE TO COMPLY WITH ORDER OR SIGNAL OF A POLICE

OFFICER

- a. The normal district rotation wrecker will be used for these vehicles. If being towed from outside the city limits the next rotation wrecker in the district closest to recovery will be utilized.
 - i. Vehicles will be towed to the impound lot.
 - ii. Vehicles will be towed to the district when the impound lot is closed.
- B. A list of approved wrecker companies to be used is located at the CIN1 and CH16 dispatch consoles.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 4.12

Effective: 06/25/12

TOWED VEHICLE BLOTTER

INFORMATION:

Vehicles towed by a commercial wrecker will be entered in the Towed Vehicle Blotter as well as the CAD REPO database. This blotter has a control number that is given to the wrecker driver to verify the tow has been reported to the Emergency Communications Center. This blotter consists of the following information items:

1. Towed Date and Time - This is the date and time the wrecker driver pulled away from the location of the tow.
2. Vehicle Yr/Make/Model - This is the year of the vehicle with the make and model.
3. License or Serial Number - This is the state of issuance license number along with the vehicle identification number (VIN).
4. Date and Time Called TTY - This is the date and time the wrecker driver called teletype (line 3500).
5. Towed by Phone Number - This is a phone number the wrecker driver can be reached at if there are problems with the tow.
6. Towed From - This is the numerical street address the vehicle was towed from. The address must be verified in the CAD GEO file.
7. Towed To - This is the name and address of the location the vehicle will be towed to.
8. Call Taker ID - This is the employee number of the person who took the call from the wrecker driver and entered into the book.
9. Reason Code - This is the reason the vehicle was towed.

- a. 9 - Repossession
 - b. 10 - Pulled from private property.
10. Tow Number - These are consecutive numbers written into the book. A separate number is given for each vehicle towed.

PROCEDURE:**A. Information Received via Telephone**

1. The person assigned as the teletype clerk will accept the information from the towing company.
 - a. This process will be completed while the wrecker driver is still on the phone.
2. Verify accuracy of vehicle license plate and/or vehicle identification number (VIN) by processing a RCIC query.
 - a) If vehicle is listed as an "entered vehicle", enter a dispatch run into CAD.
 - b) Enter the information into the Towed Vehicle Blotter.
 - c) Assign a consecutive number to the tow.
 - d) Advise the person calling of the number assigned.

B. Information Received by Fax:

1. Follow Tow Company Reports via Fax SOP.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 4.13

Effective: 06/25/12

Tow Company Reports via Fax

Information:

Various commercial wrecker companies are compensated for towing vehicles off of private property or for taking possession (repossession) of a vehicle in the name of a lien holder. The wrecker driver is required to notify the local law enforcement agency that they have possession of the vehicle within a reasonable length of time.

The Emergency Communications Center (ECC) has created the attached "Cincinnati Police Department Tow Company Fax Sheet".

ECC is responsible for the recording of these tows in the "Towed Vehicle Blotter" and the CAD "REPO" file. After the vehicle is entered into the tow blotter, a number that corresponds to the tow will be given to the tow company.

Policy:

To ensure accurate information is recorded to prevent the inaccurate reporting of vehicle thefts.

Procedure:

A. Processing the Tow Company Fax Sheet

1. A fax will be received at Teletype on fax line 263-**8120**. The teletype clerk will check the fax to insure all the information requested is on the form.
 - a. Incomplete reports will be faxed back to the towing company marked incomplete with the missing item circled.

2. Within 30 minutes, the person staffing teletype will check the listed vehicle in RCIC, LEADS, and NCIC to insure:
 - a. The license number or vehicle identification number (VIN) matches the description of the vehicle towed.
 - b. The vehicle is not showing as an "Entered (stolen) Vehicle".
3. If the vehicle is listed as "Entered", insure that a radio dispatch is entered into CAD to have an officer meet driver to take a "Recovery Report".
 - a. The CIN1 or Channel 16 Dispatcher can assist in entering the run.
 - 1) If the vehicle was towed to the towing company's property outside the City limits, yet inside Hamilton County, the Cincinnati Police Department is responsible for the recovery report.
 - 2) If the vehicle was towed to the towing company's property outside of Hamilton County, the towing company will be advised to contact their local Police Department for the recovery report.
 - b. Call the tow company or fax the form back to the company with a notation for the driver to call Teletype at line 352-3500.
4. Fax completed reports back to the towing company with the box at the bottom of the form filled in with the tow book number, your identification number, and the time you are faxing the form.

5. Any problems with a wrecker driver will be brought to the attention of the Shift Supervisor. If the problem can not be resolved by the Shift Supervisor the driver will be referred to the Impound Unit Supervisor.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 4.14

Effective: 06/25/12

BROADCAST MESSAGES

POLICY:

There are three basic message types used at the Emergency Communications Center.

1. General Broadcast Message (A/GBDC) which is sent to all law enforcement agencies within Hamilton County, Ohio.
2. Administrative Message (A/ADMN) which is sent to the following CPD Sections/Units:
 1. Internal Investigations (CIIS)
 2. Records (CPR1) - Vice (VCVS)
 3. Identification (IDEN)
 4. Impound (IMPD)
 5. Intelligence Section (INTS)
 6. Property Room (PROP)
 7. Police Academy (TRNG)
 8. Communications (CIN5)
 9. Traffic (CPTS)
 10. Crime Bureau (CRBU)
 11. Crime Task Force (CTF1)
 12. Five Districts (DST1 through 5)
 13. Youth Aid/Personal Crime (JUBU)
 14. Operations Bureau (OPS1)
 15. Street Corner (OPS2)
 16. Park Police (PARK)
 17. Pharmaceutical Diversion (PDU1).
3. All Districts Message (A/DIST) which is sent to:
 1. Communications (CIN5)

2. Traffic (CPTS)
3. Crime Bureau (CRBU)
4. Crime Task Force (CTF1)
5. Districts (DST1 through 5)
6. Youth Aid/Personal Crimes (JUBU)
7. Operations Bureau (OPS1)
8. Street Corner (OPS2 and 4)
9. Park Police (PARK)

PROCEDURE:**A. Preparing the Broadcast Card**

1. Place information to be broadcast on a CINCOM3 or CINCOM14 card.

B. Message Cancellations

1. If the information on a CINCOM14 card has been previously teletyped:
 - a. Retrieve the original broadcast card from the file.
 - b. Prepare a new CINCOM3 card and cross reference the teletype numbers on the two cards.
 - c. File each card in the drawer using each card's teletype number.
 - 1) If the original message is being cancelled prior to sending of a teletype message, prepare a CINCOM3 card and send only one message giving the wanted and cancellation information.

C. Filing of Message (Broadcast) Cards and printed copies of each message.

1. When a teletype message has been transmitted, place the letter "T" on the card using a red pencil. File the card in the file drawer in numerical order.

2. If the message transmitted is a cancellation message, place the letter "T" on the card using a red pencil.
 - a. Place the original teletype number on the cancellation card and place the cancellation number on the original card.
 - b. File both cards in the file drawer in numerical order of each card. Do not staple the two cards together.
3. Three separate file folders are maintained on a monthly basis for these messages.
 - a. One folder will contain all of the A/DIST messages. Another folder will contain the A/ADMN messages. The last folder will contain the A/GBDC messages.
 - b. Each message will be taped to the previous message on the appropriate board in the correct numerical order.
 - c. The teletype person on duty on the last day of each month will be responsible for closing that month's message folder and starting a new folder for the next month.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 5.1

Effective: 06/25/12

SUPERVISOR GUIDELINES

References:

***Association of Public Safety Communications
Officials (APCO) Standards***

Purpose:

Establish a definite guide and procedure for supervisory actions at the Emergency Communications Center.

Policy:

Emergency Communications Center (ECC) supervisors are responsible for complying with all procedures and ensuring those they supervise are also in compliance.

Procedure:

- A. Floor Supervisors are required to:
 - 1. Submit accurate lineups
 - 2. Maintain accurate and current time books and lineups in the H drive
 - 3. Make required entries in the blotter
 - 4. Accurately document employee activity as it relates to discipline, attendance, etc.
 - 5. Operate CAD and be familiar with supervisory functions
 - 6. Monitor the Dispatch floor to ensure all employees are adhering to the SOPs that govern their assigned positions

7. Be familiar with the AFSCME and CODE union contracts, Administrative Regulations, and ECC SOP.
 8. Complete all tasks assigned in a timely manner
 9. Ensure proper staffing
- B. Administrative Supervisors are required to adhere to the SOPs that relate to the completion of their duties and refer to their job descriptions for specific responsibilities.
- C. Supervisors should not engage in any conduct or interaction with subordinates that would cause a distraction to coworkers or otherwise humiliate the employee in front of coworkers. If a lengthy discussion is expected, the supervisor should meet with the employee in a private area away from the dispatch floor. Yelling or shouting at employees is unacceptable.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 5.2

Effective: 06/25/12

PREMISE HISTORY CONTROL

Policy:

Emergency Communications Center (ECC) personnel will be familiar with this SOP when handling Premise History requests.

Procedure:

- A. Field Personnel will submit a Premise History request on a Form 310 to their Supervisor.
- B. The approved Form 310 will be forwarded to the Emergency Communications Center and processed in a timely manner by an ESDS.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 5.3

Effective: 06/25/12

Pool Emergencies and Fence Cuttings

Definition:

Pool Emergency- is any event with a likelihood of serious injury, death, or significant property damage to a Cincinnati Recreation Commission pool facility.

Injuries include drowning or potential drowning.

Policy:

Emergency Communications Section (ECC) personnel will ensure notification of Cincinnati Recreation Commission personnel of any pool emergency, fence cutting, or security concern.

Procedure:

A. Pool Emergencies

1. Upon notification of confirmed pool emergency, ECC personnel will immediately notify the ECC supervisor of the incident.
 - a. The Shift OIC will notify the Director of Recreation. If the director is unavailable the OIC will notify the CRC Supervisor of Outdoor Maintenance. This notification will be made in a timely manner.
 - 1) Contact list maintained in the electronic Emergency Recall Folder, under "City Departments".
 - b. The supervisor will complete a blotter entry indicating the person contacted and time of notification.

B. Fence Cuttings / Security Issue

1. Upon notification of a fence cutting or security concern, the ECC supervisor will ensure notification of the City Wide Communications Center dispatcher at 591-6000.
 - a. Provide specific information related to the nature of the incident/concern.
2. City Wide Communications Center dispatcher will contact the Recreation Maintenance worker's cellular phone line.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 5.4

Effective: 06/25/12

Situational Notification Procedure

Purpose: To ensure the timely and accurate notification of Command Staff in response to serious incidents in the city.

Policy: ECC Supervisors will make the appropriate notifications.

Procedure:

When an incident is brought to your attention that requires command notification you will first receive the following information from the supervisor or command officer on the scene or in charge of the incident

1. A brief summary of the incident.
2. What is the location of the incident?
3. Is there an additional location or crime scene involved?
4. Who is the Officer in Charge of the incident?
5. How can they be contacted? (cell phone number)
6. Is anyone injured? Who? How serious?
7. Where is the Staging Area? Media Staging Area?
8. Is there a Safe Route to take, or an area to be avoided?

By asking these few extra questions we can better inform the command staff and the other units responding to a critical incident.

1. Use the Order of Notification to begin notifications.
2. Use the Situational Occurrence Notification List for individuals and numbers to call.
3. Check the Notify Board to see if any affected parties are not available and who is acting.
4. Complete a Situational Occurrence Matrix while making calls.

5. Turn in Matrix with the shift's completed line up at the end of your tour of duty.
6. An Assistant Manager will review for accuracy and completeness.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 5.5

Effective: 06/25/12

General Information (INFO) Pages

Purpose:

To ensure information on a significant event is disseminated to administrative personnel in a timely manner.

Policy:

A General Information (INFO) page will automatically be done as part of any Situational Occurrences Notification (SIT OCC) or SWAT Call-Out process between 0730-2300 hours.

INFO pages, by their very nature, are not critical notifications and are less time sensitive than SIT OCC notifications, however, every attempt will be made to put out the INFO page as soon as possible after receiving the request or information.

Information:

The INFO Page Group includes members of the senior police administration, the Police Department Public Information Office (PIO), and others who may need or want to know that a significant event has occurred.

Procedure:

A. Making General Information Pages

1. Generally INFO pages will be placed between 0730-2300 hours Monday - Friday, and 0900-2300 hours Saturday, Sunday, and Holidays.

2. INFO pages will be done at any hour of the day or night for the following Situational Occurrences:
 - a. Police Officer Shot, Cut, or otherwise seriously injured.
 - b. Police Officer Shoots a Citizen, Shoots at a Citizen, or a Prisoner Dies in Custody.
 - c. All Disaster Type Situations
 - d. Aircraft Crash with Serious Injury
 - e. Serious Hate Crime
 - f. Any shootings with multiple victims, shootings involving a child, or any shootings that will garner serious media attention.
 - g. Any Extraordinary Event (supervisors must use their judgment to determine if the page is warranted).
3. There will be instances in which the INFO page is done without a SIT OCC or SWAT notification having been necessary. Examples of incidents that will generate an INFO Page include:
 - a. **Confirmed** Robbery of a financial institution
 - b. Device/bomb threat with suspicious package or evacuation
 - c. Major auto accident which involves an interstate closure and/or multiple fatalities

- d. Chemical spill, HAZMAT situation, train derailment
 - e. Three (or greater) alarm fire
 - f. Structure collapse with serious injury or death
 - g. Request from the Night Inspector or Duty Officer
 - h. Any item which generates great media attention
4. The ECC OIC will be certain that all information put in the page is as concise and accurate as possible.
- a. Do not overstate the situation.
 - 1) Example: "Police responding to auto acc involving injury to PO" is factual even if time and confusion do not permit confirmation of the type and severity of the injury.
 - 2) It is better to put out a second page with extent of injuries - if they are serious - than have to "retract" or correct a message that turns out to be incorrect.
 - b. Do not send multiple pages regarding the same incident unless the update is

critical knowledge for those receiving
the page.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 5.6

Effective: 06/25/12

SWAT ACTIVATION

Policy:

Emergency Communications Center (ECC) personnel will be familiar with the recall procedure for SWAT activations.

Procedure:

A. Activate SWAT as follows:

1. Field Supervisor will make request for SWAT.
2. Dispatcher will notify ECC supervisor of the incident and gather the following information from the field supervisor:
 - a. Initiating Supervisor's car number and cell phone number
 - b. Location and brief description of the incident
 - c. Staging Area (SWAT, media, etc)
 - d. Safe route to the incident
3. ECC Supervisor will follow the SWAT Call-up Outline.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 5.7

Effective: 06/25/12

Canine Unit Recalls

Purpose:

Familiarize Emergency Communications Center (ECC) personnel with the process of recalling canine units.

Policy:

Emergency Communications Center (ECC) personnel will assist the Police Department by recalling canine teams.

Information:

Canine units, with the exception of Explosive Ordinance Detection (EOD) units, are normally available 24 hours daily. When canine units are not in the field, the shift officer in charge (OIC) in the field may recall a canine unit through ECC.

Procedure:

A. Canine teams divided by type (Patrol, Narcotic or EOD) and side of town where the handlers resides. When a field supervisor initiates a recall, the ECC OIC should contact a handler on the side of town where the incident has occurred. This information is located on the H drive.

1. The suggested order to contact a handler is as follows:
 - a. Pager (if they have one)
 - b. Cell Phone

c. Home Phone.

2. If in doubt, or complications arise,
Contact a canine supervisor.

B. Mutual Aid/ Out of State Requests

1. The ECC OIC will:

- a. Verify that the requesting agency is
on the Mutual Aid Agreement List.

1. Explosive Ordinance Detection
(EOD) teams are the only canine
units that are allowed to
respond out of state. EOD teams
may be used on request in
Campbell, Kenton, and Boone
Counties in Kentucky and
Dearborn County in Indiana. They
are also able to respond to
Hamilton, Clermont, Butler, and
Warren Counties in Ohio.

- b. Authorize the use of a canine team
with the Night Inspector or a
district supervisor.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 5.8

Effective: 06/25/12

OHIO RIVER EMERGENCY NOTIFICATION

Purpose:

The City of Cincinnati Emergency Communications Center (ECC) is the Port Authority for initiating emergency response to major marine disasters or potential marine disasters with possible loss of life or property. ECC makes river notifications for conditions affecting 44 miles of the Ohio River from Clermont County (East) to Aurora, Indiana (West).

Procedure:

A. Handling River Emergencies

1. Duties of the call taker:

- a. Upon receiving an emergency river notification, the call taker will obtain the location (location may be a river mile marker or a river landmark) and details of the emergency. Enter the appropriate CAD incident. The call taker will then immediately notify the ECC OIC.
- b. Use the appropriate Ohio River address for any incident that requires response on the river, e.g. boat on fire, drowning, large debris floating down river, etc.

- c. All Ohio River mile markers are entered in the CAD geo-file using the mile marker with two zeros added to the end (mile marker 130 is entered as 13000 Ohio River).
 - d. The call taker may also use a landmark on the river and when given the CAD location choice, pick the river address.
2. Duties of the Dispatcher:
- a. Immediately dispatch appropriate units and notify a field supervisor.
3. Duties of ECC Supervisor:
- a. Notify the U.S. Coast Guard (unless notification is received from the U.S Coast Guard).
 - b. As the central clearing agency, the ECC supervisor will use "The Communicator" to send River Notifications to other jurisdictions along the river.
 - c. The instructions for both can be found in the red River Emergency Binder located on the bridge
 - 1) Notify Cincinnati Water Works for anything affecting the City of Cincinnati water intake system.
 - 2) Send INFO page if appropriate.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 5.9

Effective: 06/25/12

AMBER Alert Plan

References:

Procedure 12.910 Missing Persons
Procedure 12.912 Child Abduction/AMBER Alert Plan
Ohio Revised Code Section 5502.52, Statewide
Emergency Alert Program Regarding
Abducted Children
State (Ohio) Emergency Operations Center 614-466-
2660

Purpose:

AMBER Alert Plan (America's Missing: Broadcast Emergency Response) - to utilize all available resources to facilitate the successful recovery of an abducted child.

To establish a partnership with the Advanced Regional Traffic Interactive Management and the Information System (ARTIMIS) to disseminate descriptive information utilizing the Dynamic Message Signs (DMS).

Policy:

The Emergency Communications Section (ECC) personnel will understand Department procedure and this SOP.

ARTIMIS will post the Amber Alert message on the DMS's for a period of 5 hours or until directed by a ECC supervisor.

Information:

The required information for an Amber Alert is the child's name, address, place of occurrence, DOB/age, sex, race, height, weight, eyes, hair, clothing, any other identifier. Include any suspect information including name, sex, race, age/DOB, height, weight, eyes, hair, clothing and

any other identifier. Also include suspect vehicle including make, model, color, year, license plate and last seen date, time and place. Indicate suspect vehicle direction if known.

When pictures are sent as attachments to a supervisor's email account, the supervisor will immediately forward the pictures as an attachment to the "Amber Alert" Group.

Procedure:

- A. **CINCINNATI AMBER ALERT** - In Cincinnati, the responsibility and decision to activate the AMBER Alert will rest with a field supervisor or a Criminal Investigations Section (CIS) investigator on the scene.
1. If requested by a field supervisor or CIS, the ECC supervisor will activate the AMBER Alert Plan and complete the following.
 - a) Collect all the necessary information to complete the Form 304A AMBER Alert.
 - b) Make sure the CIN1 Operator is aware that an AMBER Alert has been activated. Review and initial the entry form before transmission to ensure the entry is #20, AMBER ALERT INVOLUNTARY or #21, AMBER ALERT ENDANGERED.
 - c) Contact the media voice mailbox system, initiate an All County Broadcast (ACB) and ensure a teletype is sent to the affected areas.
 - d) Initiate the following pages:
 - 1) INFO Page Group with concise facts about the incident.
 - 2) AMBER Page Group (Alerts all Personal Crimes Unit [PCU] Supervisors and PIO).
 - e) Activate the Communicator to notify Area Public Safety Answering Points
 - f) Notify ARTIMIS to activate an Amber
utilizing the DMS.

Alert

- g) Notify the Criminal Investigation Section (CIS) Desk.
 - h) Notify the Duty Officer if requested by field supervision.
 - i) Alert all ECC personnel with CAD Mail.
 - j) Activate the Hospital Alert Network at Good Samaritan Hospital 513-862-2476
 - 1) Fax Form 304A to 513-862-4970
 - 2. If requested by the field supervisor or CIS investigator to expand the AMBER Alert state-wide or multi-state, the PCU will send a teletype message to LEADS or NLETS using the AMBER Alert screen and/or modified cancel screen.
- B. **HAMILTON COUNTY AND ADJOINING COUNTIES** - Cincinnati Emergency Communications Section is the central contact point for Hamilton County police agencies. ECC may also be contacted by police jurisdictions from adjoining Ohio counties (Butler, Clermont, Warren), Northern Kentucky (Boone, Campbell, Kenton), or Southeastern Indiana (Dearborn), when the AMBER Alert Plan needs to be activated.
- 1. If requested by an outside Police agency, the ECC Supervisor will ensure the information meets the Amber Alert criteria. ***(When in doubt, collect the information and contact the ECC Manager immediately. In most cases activation of the plan will side on the safety of the child).*** The ECC supervisor will activate the plan by doing the following:
 - a. Complete Form 304A AMBER Alert
 - 1) Obtain a phone number from the requesting agency, and prior to disseminating the information;
 - a) Call back the agency to verify the authenticity of the information.

- b. Contact the media voice mailbox system and initiate an All County Broadcast.
- c. Initiate the INFO Page Group with concise facts about the incident.
- d. Activate the Communicator to notify Area Public Safety Answering Points
- e. Notify ARTIMIS to activate an Amber Alert utilizing the DMS.
- f. If an ACB has not already been completed by that agency's communications center, direct a dispatcher to initiate an ACB.
- g. Notify the Criminal Investigation Section(CIS) Desk.
- h. Notify the Duty Officer if requested by field supervision.
- i. Alert all ECC personnel with CAD Mail.
- j. Activate the Hospital Alert Network at Good Samaritan Hospital 513 862-2476
 - 1) Fax Form 304A to 513 862-4970
- k. The originating agency is responsible to initiate any teletype message.

- C. OUTSIDE HAMILTON COUNTY OR ADJOINING COUNTIES** – Incidents arising from outside Hamilton County or an adjoining county in Ohio, Northern Kentucky, or Southeastern Indiana Area:
- 1. ECC will process information from law enforcement agencies when there is credible information that the abducted child is within or headed to the Cincinnati area.
 - a. If the information appears credible, follow the same procedure listed in Section B.1.

- b. LEADS may initiate a State Wide AMBER Alert. This information will come via a teletype.

D. CIN1 Responsibilities

1. Upon activation of an Amber Alert, the CIN1 Operator will enter the missing utilizing the type, #20, AMBER ALERT INVOLUNTARY or #21, AMBER ALERT ENDANGERED.
2. Prior to making the entry, the CIN1 Operator will have the ECC Supervisor review the entry and initial the printout.

D. Dispatcher Responsibilities

1. Anytime the field supervisor on the scene confirms a child (children) has been abducted, the dispatcher will notify an ECC supervisor.
2. The dispatcher will relay all information to the field OIC and appropriate field units.

E. Call taker duties are:

1. If the abduction generated a CAD incident (a Cincinnati jurisdiction occurrence), any call received as a result of the AMBER Alert will be supplemented to the existing CAD incident.
 - a. If the original incident is closed, the Call taker will enter the information into CAD using the incident type "AMBER".
 - 1) AMBER Alert incidents requiring a dispatch will be forwarded to the dispatcher.
 - 2) AMBER Alert incidents not requiring a dispatch will be closed as "advised" by the Call taker. The Call taker will immediately notify an ECC supervisor.

a) The ECC Supervisor will pass the information to the investigating unit's OIC.

2. If the abduction is being handled by another jurisdiction, the Call taker will transfer the caller, according to procedure, to the appropriate police agency.

3. Citizens wishing to remain anonymous may call Crime Stoppers at 352-3040 or 1-800-AMBER-OH.

F. Teletype Personnel duties are:

1. Remain alert for incoming AMBER Alert teletypes.

G. Upon confirmation of the location of an abducted child the ECC Supervisor will:

1. Call the media voice mailbox system and cancel the Amber Alert.

2. Call ARTIMIS and advise to deactivate the Amber Alert on the DMS.

3. Cancel the ACB and teletype

4. Initiate an info page advising the deactivation of the Amber Alert.

5. Activate the communicator to notify PSAP's of the Amber Alert cancellation.

6. Alert all ECC personnel with CAD Mail.

7. Activate the Hospital Alert Network at Samaritan Hospital 513 862-2476

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EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 5.10

Effective: 06/25/12

AWARE/JURIS MONITOR Monitor Alarms

Purpose:

Emergency Communications Center (ECC) receives requests from the Hamilton County Prosecuting Attorney Office to enter AWARE Monitor alarms into the Computer Aided Dispatch (CAD) system. Activations require dispatching police to the residence of subjects involved in the "Abused Women's Active Response Emergency" (AWARE) Program.

Information:

Obtain AWARE Monitor alarm numbers by reviewing the list of currently used numbers in the Jurismonitor/RAP alarm binder. Use the next available number. Using CAD commands MN.5 and MN.18 recall the alarm number to ensure it is not in use.

Instructions for entry of AWARE Monitor alarms is included at the front of the Jurismonitor/RAP binder. Follow the instructions, Utilizing commands MN.5 and MN.18 and ensuring asterisks are in the correct spaces. After entering the information print a copy and staple it to the original request.

Place the written request to enter the alarm into CAD in the binder designated for JURIS and AWARE alarms and maintained on the bookshelf near the supervisor's desk. When the alarm is canceled, forward the completed paperwork with the shift lineup.

Procedure:

A. AWARE Monitor Alarms

1. Requests from the Hamilton County (HCEM) will be received by fax. The ECC supervisor will enter the request into CAD.

2. Attach a copy of the CAD entry to the enrollment form and place in numerical order in the Alarm Binder at the supervisor's desk.
3. The supervisor entering the alarm will call the HCEM Office and advise them of the AWARE Monitor Alarm number assigned to that individual case.
4. Requests to cancel an AWARE Monitor Alarm will be received from the HCEM by fax. The ECC supervisor will recall the alarm and delete it from the system.
5. Upon deletion of an alarm, forward all paperwork with the shift's lineup. Paperwork will be filed in the administrative offices.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 5.11

Effective: 06/25/12

Robbery Apprehension Program (RAP) Alarm

Purpose:

Emergency Communications Center (ECC) receives calls from the Criminal Investigation Section (CIS) to enter Robbery Apprehension Program (RAP) alarms into CAD. Alarm entries are accessed for dispatch by an alarm number. Activations require dispatching police to the alarm address.

Information:

A request to enter a RAP Alarm will be received via fax from CIS. RAP alarm numbers are assigned by CIS to match the number programmed into the alarm at installation.

A general format for RAP incident codes is included at the end of this Standard Operating Procedure (SOP). Follow the basic format to insure all the pertinent information is included for dispatch.

Procedure:

A. RAP Alarm Request Processing

1. The ECC supervisor will ensure the request is entered into CAD.
 - a. RAP alarms can be one of the following dispatch incident codes. For a request with multiple codes, enter the highest priority code.
 - 1) Robbery or Holdup Alarm (HOLDUP).
 - 2) Residential Burglar Alarm (RBURG).
 - 3) Non-residential Burglar Alarm

(NRBURG) .

4) Theft from Automobile Alarm
(THEFT) .

5) Information Alarms (INFO) .

2. Attach a copy of the CAD entry to the Alarm Entry and Deletion Request form and place, in numerical order, in the Alarm Binder near the supervisor's desk.
3. For cancellations, the original Alarm Entry and Deletion Request form with the cancellation portion completed will be faxed to ECC. The ECC supervisor will recall the alarm and delete it from the system.
4. Upon deletion of an alarm, forward all paperwork with the shift's lineup.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 5.12

Effective: 06/25/12

Firearms Training Unit (FTU) Alarm

References:

FTU SOP #A3 "Alarm System - Firearms Training Unit"

Information:

ADT is the Alarm Company: 1-800-999-7980

Burglar System Account Number 13480226

Fire System Account Number 14500430

Procedure:

A. Response to FTU Alarm Activation

1. When the alarm is activated, the audible siren will sound and ADT will receive the alarm by phone.
2. ADT will immediately phone the Firearms Training Unit via phone (563-7721) in an attempt to verify if an authorized person set off the alarm.
 - a. The authorized person must give the correct code word.
3. If not given, ADT will notify Evendale Police Department via Hamilton County Communications Center and a patrol unit will be dispatched.
4. ADT will also notify the Cincinnati Emergency Communications Center (ECC) at (513) 263-8119.

5. Dispatch a District Four uniform car to respond and assist.
6. ECC will notify the FTU Commander or his designee via pager of the alarm.
 - a. FTU personnel will respond, check interior, and reset alarm.
7. FTU personnel will provide alarm disposition.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 5.13

Effective: 06/25/12

FIELD UNIT LINEUPS - DISTRIBUTION

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INFORMATION:

District Supervisors will send a lineup via the H-Drive indicating which officers will be working. Generally the lineup is received for the next shift.

Sections/units will send a lineup at the beginning of the day for the entire day. Corrected lineups can be sent at any time of the day.

In emergency situations, Lineups can be faxed to 263-8120.

The Hamilton County Sheriff's Office will fax a lineup of their units each morning who will be serving warrants within the city limits.

PROCEDURE:

A. Routing Lineups

1. Deliver the district lineup to the respective dispatch position.
2. Place a copy of each section / unit lineup at each dispatch position.
3. Place a copy of Lineups for special details, (i.e. dignitary visits, sports games, police surveillance teams) to the ECC OIC, respective district(s) dispatch position, Event Channel (if operating), and the Channel Sixteen dispatcher.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 5.14

Effective: 06/25/12

HANDLING COMPLAINT CALLS

Purpose:

Set guidelines for citizen complaint calls received at the Emergency Communication Center, ECC.

Policy:

ECC personnel will adhere to stated procedures when handling complaint calls.

Procedure:

A. Complaints about Police Department Employees

1. Responsibility of employee receiving the call:

- a. The ECC employee who receives a call from a citizen, a member of the Police Department, or any other City employee, concerning any complaint against an ECC employee or another member of the Police Department, will immediately notify the ECC Supervisor that they have a complaint and then transfer the call.

2. Responsibility of ECC supervisor:

a. Complaints regarding ECC employees

- 1) Gather the information needed for

an investigation. (If the event occurred on a different shift, forward the documentation to the appropriate shift supervisor)

- 2) Investigate and document the complaint.
- 3) If the complainant requests to be contacted with the outcome, the investigating supervisor will contact them with the resolution.

b. Complaints about field units:

- 1) Obtain information from the citizen to determine which officer / district generated the concern.
- 2) Relay the complainant/complaint information via telephone to a field supervisor who is responsible for the officer or area of concern.
- 3) Document on the lineup rounds the name of the complainant and name of the field supervisor who received the information.



EMERGENCY COMMUNICATIONS CENTER

Standard Operating Procedure # 5.15

Effective: 06/25/12

Hospital Notifications

Background:

The Hospital Security Association has a notification system to assure that all hospitals in Greater Cincinnati (including Ft. Hamilton Hughes and Northern Kentucky) are systematically notified of crimes or crime related information. If any Department member wishes to notify or alert any hospitals of any condition in connection with any investigation, etc., this system can be utilized.

Policy:

Emergency Communications Center (ECC) personnel are required to adhere to stated procedures when handling calls received at ECC.

Procedure:

A. Using the Notification System

1. ECC Supervisor will:
 - a. Complete the Hospital Notification Form.
 - b. Contact the Good Samaritan Hospital Security Office by phone to advise them that a FAX will be sent regarding Hospital Notification.
- 1) The OIC will identify on the Notification Form the name of the person at Good Samaritan Security that was contacted.

- 2) The Hospital Notification form has specific information for area hospitals. It includes a request that any hospital with information or a possible suspect contact ECC.
- 3) If a suspect is located, ECC will ensure that a CAD incident is entered for police response to the involved hospital. The incident will be initiated for an officer from the district of occurrence.
- 4) If the hospital is outside Cincinnati Police jurisdiction, the OIC will contact the respective police agency, explain the circumstances, and request an officer from that jurisdiction meet the Cincinnati officer at the hospital.

2. The Call taker will:

- a. Transfer any call(s) received from an area hospital regarding a crime suspect or crime victim, will be transferred to the ECC supervisor.